Modification Recommended Service Note

Supersedes: MSOS204A-02C

MSOS204A - MSO Infiniium S Series 2GHz 4 channel

Serial Numbers: MY00000001 - MY58060101; SG55510102, SG55510103, SG57220101 to SG57220109, SG58120101 to SG58120103, SG58150101 to SG58150106.

The Problem – Under certain circumstances a PLL2 error may occur on the S-series products.

Parts Required:

P/N	Description	Qty
54911-69511	PCA - Acquisition Board (tested)	1
54911-69521	PCA - Acquisition Board (tested)	1
54911-69531	PCA - Acquisition Board (tested)	1
54911-69532	PCA - Acquisition Board (tested)	1

ADMINISTRATIVE INFORMATION

ACTION CATEGORY:	[X] ON SPECIFIED FAILURE [[]] AGREEABLE TIME	STANDARDS LAI	BOR: 4.0 Hours		
LOCATION CATEGORY:	[X] SERVICE CENTER [[]] ON-SITE (active On-site contract required) [[]] CHANNEL PARTNERS	SERVICE: INVENTORY:	[X] RETURN [[]] SCRAP [[]] SEE TEXT	USED PARTS:	[X] RETURN [[]] SCRAP [[]] SEE TEXT
AVAILABILITY	: PRODUCT'S SUPPORT LIFE	NO CHARGE	AVAILABLE UNTIL:	December	31, 2023
_	[X] Calibration Required [[]] Calibration NOT Required	PRODUCT L AUTHOR: E			

ADDITIONAL INFORMATION:



Situation:

On older acquisition boards a PLL2 error message sometimes occurs. The error message appears on the screen as below:



There are new acquisition boards that fix this issue for the S-series scopes.

Solution/Action:

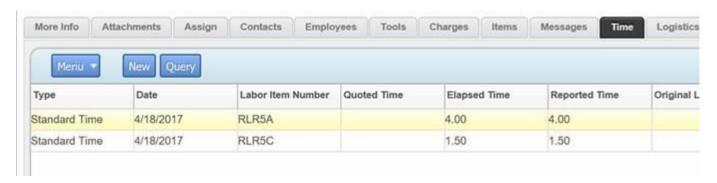
Please, use the 54911-69511 board until is gone. If you have a 54911-69511, then skip steps 1 and 2 and proceed to step 3. If there are no 54911-69511, then start with step 1 below.

- 1. If the customer needs to have software revision < 6.10.01001, then replace the acquisition board with the 54911-69532 board.
- 2. If the customer can have software revision >= 6.10.01001, then it can be replaced by any of these three boards: 54911-69521, 54911-69531, or 54911-69532.

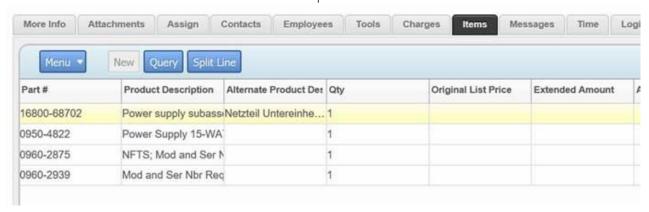
- 3. Save the Serial Numbers of the replaced and the new Acquisition Boards in Siebel. Please, follow this procedure:
 - a. For each Service Order in Siebel, there is a tab labeled Activities:



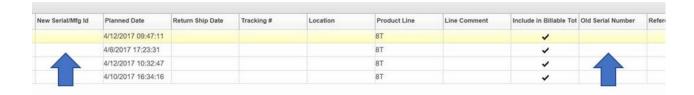
b. Clicking on the Activity # associated with the Repair, you'll see this:



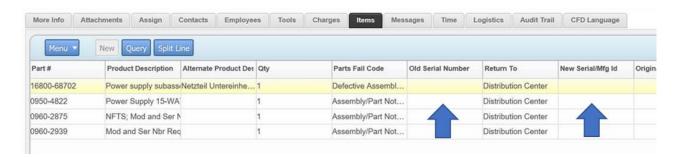
c. Click on the Items tab to enter or see the parts that were ordered and/or used:



d. Somewhere in the parts record you'll find the serial number fields (Old Serial Number, and New Serial/Mfg Id)



e. The fields can be re-ordered in Siebel so that they are more easily found – like this:



NOTE: The fields only take 19 characters. The acq board serial numbers are 24 characters. Please do not enter the "54911" portion of the serial numbers (the first 5 numbers) in the fields; enter only the remaining 19 characters.

Adding the serial numbers of both the failed (replaced/old) Acquisition Board and the new Acquisition Board in these fields will allow us to more easily find them in Siebel and Spotfire.

4. Return the failed acquisition board to the factory.

Revision History:

Date	Service Note Revision	Author	Reason for Change	
30 Jan 2018	02	Ed Gorbea	As Published	
18 Apr 2018	02A	Ed Gorbea	New acquisition board	
28 Feb 2019	02B	Ed Gorbea	More new acquisition boards	
14 Oct 2019	02C	Ed Gorbea	Adding the SGXXXXXXX models	
14 Mar 2023	02D	Ed Gorbea	Extending no charge available date	