Information Only Service Note

N1000A DCA-X Wide-Bandwidth Oscilloscope

Serial Numbers: MY00000000 - MY62100100, US00000000 - US62100100

A newer version of N1010A FlexDCA software may be installed after repair.

Parts Required:
N/A – see table below for impacted assembly part numbers

ADMINISTRATIVE INFORMATION

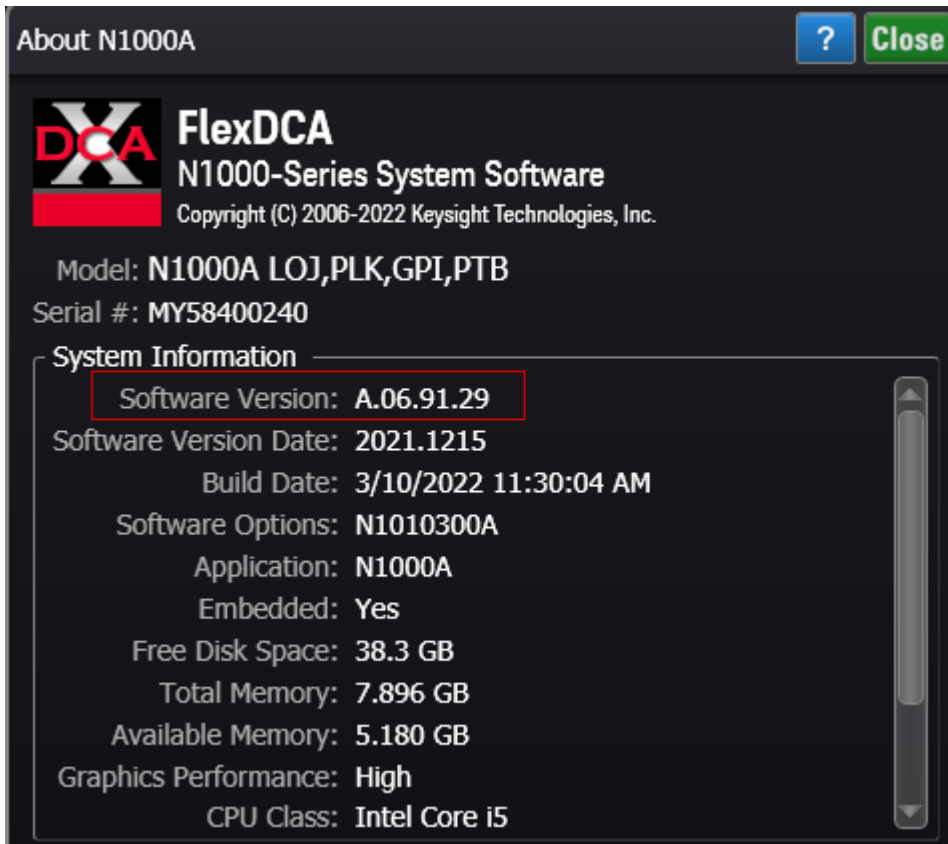|	
XX Calibration Required	PRODUCT LINE: 8F
[[]] Calibration NOT Required	AUTHOR: MM

ADDITIONAL INFORMATION:

Situation:

Design changes made to address supply chain issues have impacted the minimum FlexDCA version requirements for many instruments in the DCA product family. If an affected lower-level assembly is changed during repair, Keysight may install a newer version of FlexDCA during repair.

Solution/Action:

To determine the version of FlexDCA installed, open FlexDCA and go to: Help>About FlexDCA. The version is displayed in the Software Version field as shown in the screenshot below.

Instructions to the Service Center

Any unit may be repaired with either an "Old PN" or "New PN" board, depending on availability. However, if the repair causes a newer version of FlexDCA to be required, the customer should be notified.
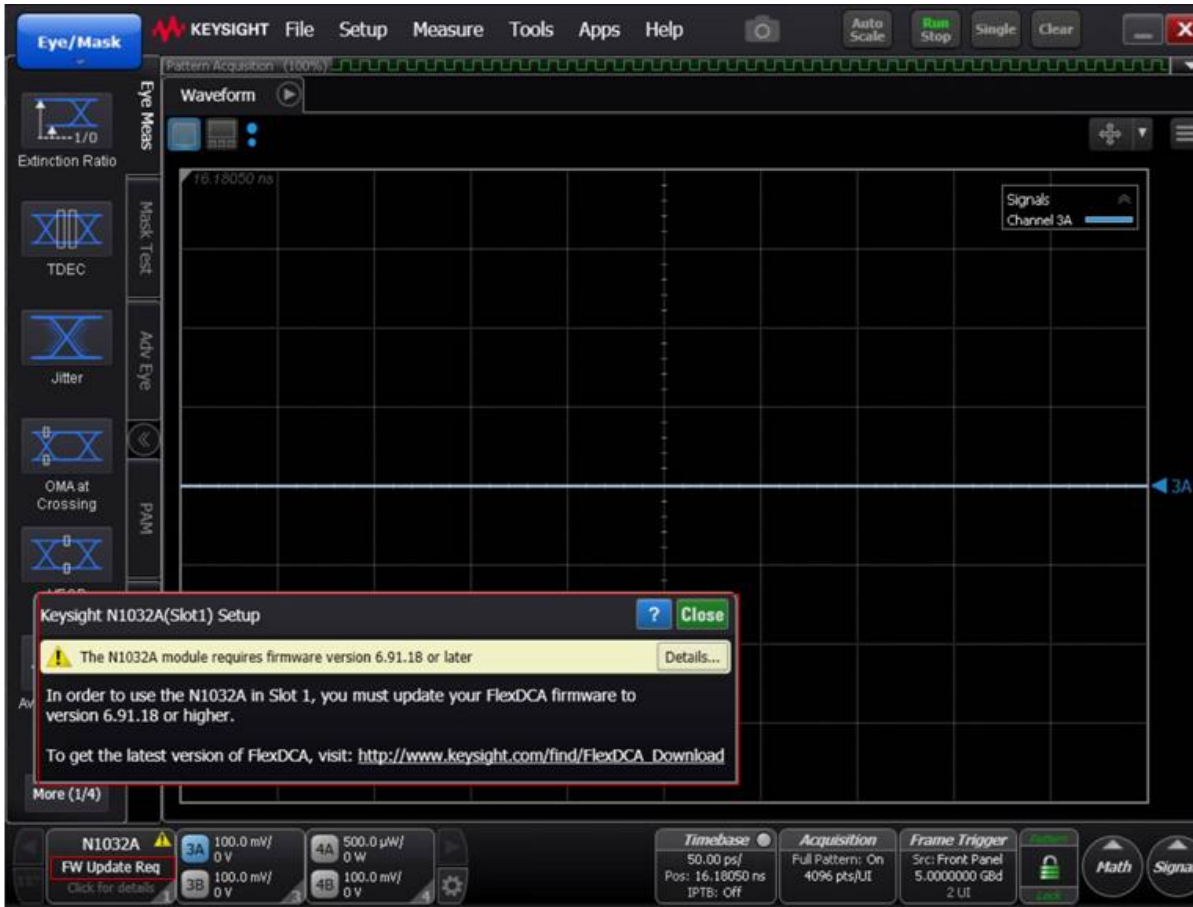
Refer to the table below. If a repair was performed which replaced an "Old PN" board with a "New PN" board, determine if a newer version of FlexDCA is required. If so, upgrade the N1000A to the latest version of FlexDCA, print a copy of this service note and send it along with the repaired unit.

Old PN	New PN	Description	SN Break	ECO Month/Year	New FlexDCA Requirement
N1000-68109 (DO NOT ORDER FOR REPAIR)	N1000-68178 (DO NOT ORDER FOR REPAIR)	* Acquisition Board Assembly N1000-60175 N1000-69175	MY62100101 US62100101	March 2022	A.06.90
N1045-60013	N1045-60020	PTB Digital Board	MY62100101 US62100101	March 2022	A.06.90

* The acquisition board assembly PNs used for repair are N1000-60175 or N1000-69175 (exchange). These assemblies are specially programmed and packaged after burn-in to be suitable for repair. The old and new PNs listed are for the included acquisition board PCA and are provided for reference only. **DO NOT ORDER N1000-68109 or N1000-68178**.

Determining if a newer version of FlexDCA is required:
Power on the N1000A (FlexDCA will start automatically). If a message like the one below is displayed, update FlexDCA to the latest version. If the message is not displayed, then the installed version supports the installed hardware, and no update is needed.

If required, download the latest version of FlexDCA from www.keysight.com/find/flexdca_download and install. Include a printed copy of this service note along with the repaired unit.

Revision History:

Date	Service Note Revision	Author	Reason for Change
18 May 2022	01	MM	As Published