Information Only Service Note

N1092D DCA-M Sampling Oscilloscope

Serial Numbers: MY00000000 - MY62100100, US00000000 - US62100100

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

Parts Required:

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

ADMINISTRATIVE INFORMATION

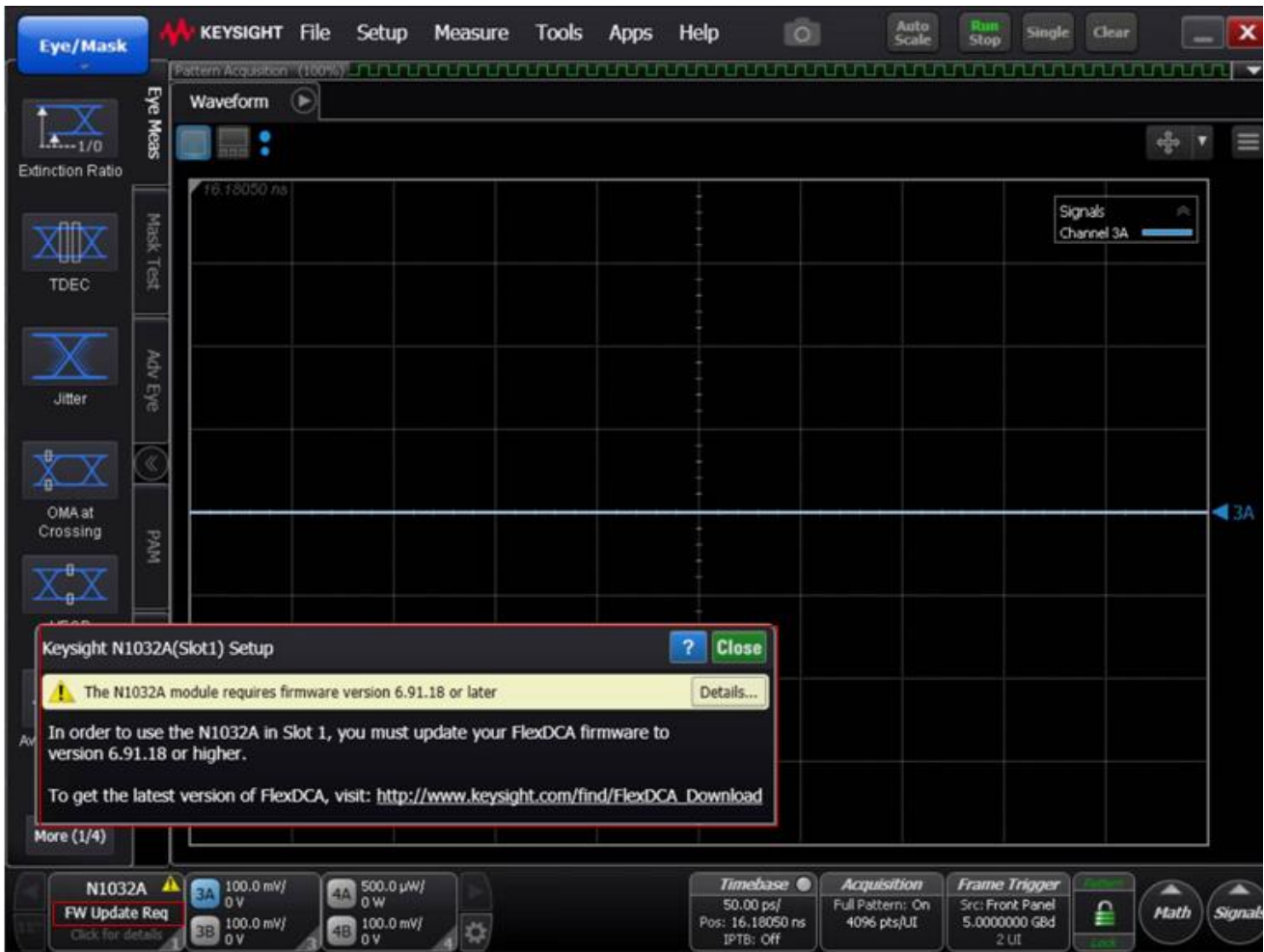|	
XX Calibration Required	PRODUCT LINE: 8F
[[]] Calibration NOT Required	AUTHOR: MM

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, you may be required to update to a newer version of FlexDCA after repair.

Solution/Action:

A message will be displayed in FlexDCA if a newer version is required.

With the instrument connected to FlexDCA, if a message like the one below is displayed, FlexDCA must be updated to the indicated version (or later):

To update FlexDCA software, download from www.keysight.com/find/flexdca_download and install. While only the indicated version is required, updating to the latest version is recommended.

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 the "New PN" board, 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
N1092-60054	N1092-60077	Digital Board	MY62100101 US62100101	March 2022	A.06.90

Revision History:

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