54835A-08

S E R V I C E   N O T E

Supersedes:
None

54835A **Infiniium Oscilloscope 1.0 GHz,4ch, 4 GSa/s**

Serial Numbers: MY40000382 – MY40009999

Infiniium Units that are shipped with Acquisition board number 54835-66538 will have problems storing the calibration cal-factors, with system firmware A.04.30. Units will pass User Self-calibration, but if the unit's power is cycled the cal-factors will not be saved, and the unit will be un-calibrated.

These units will be shipping from the factory with the Recovery Software Pouch version A.04.30, and Upgrade system firmware A.04.36. If these units need their Hard Drive re-ignited (Recovered) then the procedure shall be to do a Recovery using the 54810-68808 (A.04.30), and then an Upgrade to the System software using 54810-68820 (A.04.36).

Parts Required:

P/N	Description	Qty.
54810-68808	Infiniium LS120 Recovery Software	1
54810-68820	Infiniium Upgrade Software	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:
INFORMATION ONLY
AUTHOR: MR   PRODUCT LINE: 1A
ADDITIONAL INFORMATION:

Agilent Technologies

April 25, 2002

Situation: Infiniium Units that are shipped with Acquisition board number 54835-66538 will have problems storing the calibration cal-factors with firmware revision A.04.30. Units will pass User Self-calibration, but if the unit's power is cycled the cal-factors will not be saved, and the unit will be un-calibrated.

Solution/Action:
The Infiniium scopes that are manufactured with the 54835-66538-acquisition board will require the system firmware version A.04.36 to operate correctly. These units will be shipping from the factory with the Recovery Software Pouch version A.04.30, and Upgrade system firmware A.04.36. If these units need their Hard Drive re-ignited (Recovered) then the procedure shall be to do a Recovery using the 54810-68808 (A.4.30), and then an Upgrade to the System software using 54810-68820 (A.4.36).