

8990B-03

Modification Recommended Service Note

Supersedes:
NONE

8990B-Peak Power Analyzer

Serial Numbers: ALL

Peak Power Analyzer shuts off for no apparent reason

Parts Required:

P/N	Description	Qty.
54901-69501	Acquisition Board-1GHz Exch	1
54904-61632	Cable Bulk Power, Gold Contacts	1

ADMINISTRATIVE INFORMATION

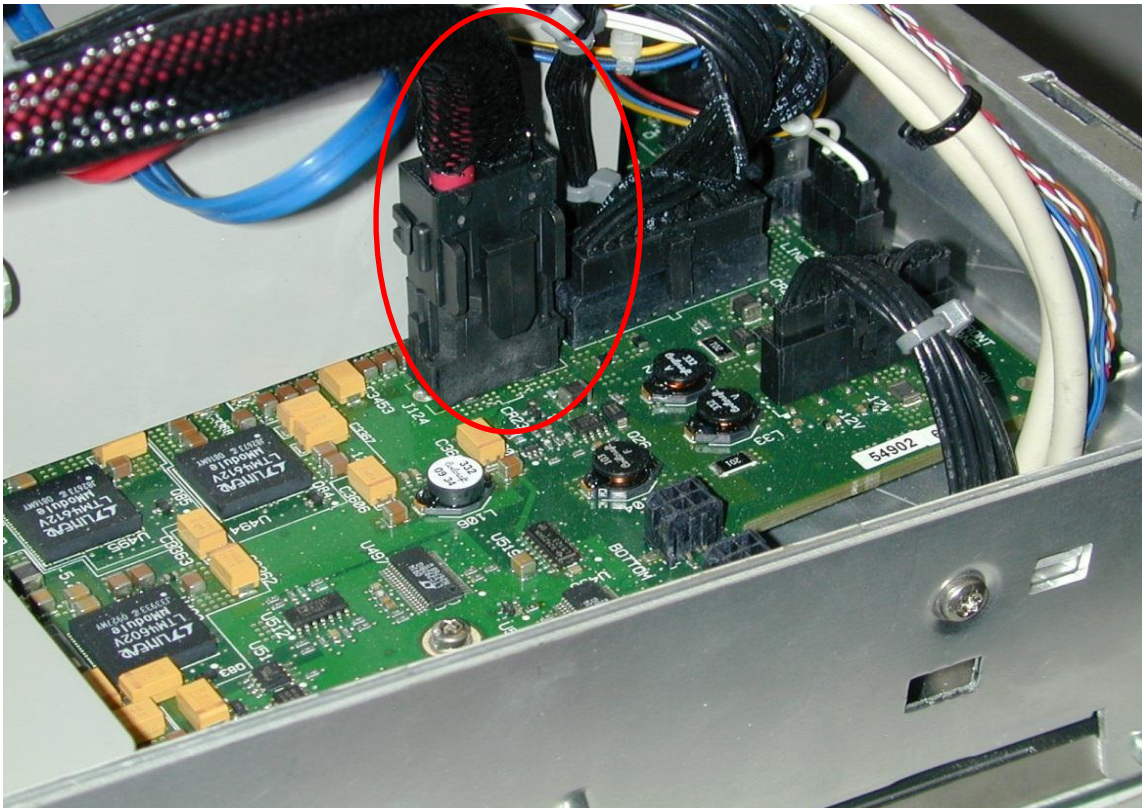
ACTION	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS			
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	2.5 Hours		
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE:	<input type="checkbox"/> RETURN	USED	<input type="checkbox"/> RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP	PARTS:	<input checked="" type="checkbox"/> SCRAP
	<input checked="" type="checkbox"/> SERVICE CENTER		<input checked="" type="checkbox"/> SEE TEXT		<input type="checkbox"/> SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS				
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	EOS		
	<input checked="" type="checkbox"/> Calibration Required	PRODUCT LINE:	WN		
	<input type="checkbox"/> Calibration NOT Required	AUTHOR:	LSL		

ADDITIONAL INFORMATION:

This Service Note is on specific failure only

Situation:

It has been determined that the short-term, power-on, in-rush current on the +12V bulk power cable can exceed 100 amps. This exceeds the design specification of the bulk power connector, which is rated at 50 amps max. After numerous power cycles, it has been found that the material on +12V terminal becomes corroded, leading to an increase in the resistance of this terminal. As this resistance increases, a voltage drop appears across the terminal. This voltage drop reduces the voltage that appears at the +12V monitoring circuit. When the voltage appearing at the monitoring circuit drops sufficiently, it trips the low-voltage sense which, in turn, powers down the scope.

**Solution/Action:**

To fix the issue follow these steps:

1. Visually inspect the contacts of the acquisition board (connector J124) and bulk power cable verifying that they are silver in color. If they are gold, contact support at csg.support@keysight.com . If silver, proceed to step 2.
2. Make sure that the new acquisition board has the gold contacts as the part numbers are the same as the older with silver contact ones.
3. Remove the power cable and acquisition board.
4. Replace the 3 above mentioned parts following the replacement procedures for the acquisition board as stated in the Service Manual.

We will not support any attempt to clean the +12V power cable connector terminals.

Please, make an effort to use the 5490X-69501 acquisition board as it could get expensive.

Charge the cost of the replacement parts and labor of this Service Note to factory warranty.

Revision History:

Date	Service Note Revision	Author	Reason for Change
21 Sept 2017	01	LSL	As Published