

**DSO90404A-06****S E R V I C E N O T E**Supersedes:  
NONE**DSO90404A Infiniium High Performance Oscilloscope:  
4GHz**

Serial Numbers: MY00000000 up to MY49470100 and SG00000000 up to SG49470100

ICCY is characterized by the intermittent failure of Windows to recognize the Infiniium acquisition hardware on the PCIe bus after a Windows boot process, resulting in the “Infiniium cannot communicate with the acquisition hardware. Please contact Agilent support.” error message during the initialization of the Infiniium oscilloscope application.

**Parts Required:**

| P/N         | Description                                         | Qty. |
|-------------|-----------------------------------------------------|------|
| 54913-68719 | DSO/DSA90000 series repair kit for M880 motherboard | 1    |

**ADMINISTRATIVE INFORMATION**

|                                                                                                                                                                                                            |                                                                                                                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|
| SERVICE NOTE CLASSIFICATION:                                                                                                                                                                               |                                                                                                                           |
| <b>MODIFICATION AVAILABLE</b>                                                                                                                                                                              |                                                                                                                           |
| ACTION<br>CATEGORY::specific failure    AGREEABLE TIME                                                                                                                                                     | <input type="checkbox"/> PERFORMANCE ENHANCEMENT<br><input checked="" type="checkbox"/> SERVICE / RELIABILITY ENHANCEMENT |
| LOCATION<br>CATEGORY: <input type="checkbox"/> CUSTOMER INSTALLABLE<br><input type="checkbox"/> ON-SITE<br><input checked="" type="checkbox"/> SERVICE CENTER<br><input type="checkbox"/> CHANNEL PARTNERS | AVAILABILITY: Until EOS                                                                                                   |
| <input type="checkbox"/> Calibration Required<br><input checked="" type="checkbox"/> Calibration NOT Required                                                                                              | PRODUCT LINE: PL1A<br>AUTHOR: MR                                                                                          |
| ADDITIONAL INFORMATION:                                                                                                                                                                                    |                                                                                                                           |

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**Situation:**

**On specified failure for DSO/DSA90000 series oscilloscope displays the following error intermittently or consistently on boot up, “Infiniium cannot communicate with the acquisition hardware. Please contact Agilent support.” error message during the initialization of the Infiniium oscilloscope application.**

**Solution/Action:**

The repair is to replace the M880 motherboard and SATA cables, using the M880 Motherboard Replacement Kit, part number 54913-68719.

The easiest way to recognize the M880 motherboard from the M890 motherboard is the White DVI connector on the motherboard port panel. If the motherboard has this white DVI connector it is a M890 motherboard.

M890 Motherboard port panel.



If there already is a M890 motherboard installed then this is NOT covered per this service note. If the Serial # is > than the listed range then troubleshoot and handle as normal processes and procedures. It is not covered by this service note.