

# DSO90404A-06A

## S E R V I C E N O T E

Supersedes:  
DSO90404A-06

### 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 RECOMMENDED</b>  |  |   |
| ACTION X ON SPECIFIED FAILURE<br>CATEGORY: <input type="checkbox"/> AGREEABLE TIME   | STANDARDS<br>LABOR: 1.0 Hours  |   |
| LOCATION <input type="checkbox"/> CUSTOMER INSTALLABLE<br>CATEGORY: <input type="checkbox"/> ON-SITE ( <b>active On-site contract required</b> )<br>X SERVICE CENTER<br><input type="checkbox"/> CHANNEL PARTNER | SERVICE X RETURN<br>INVENTORY: <input type="checkbox"/> SCRAP<br><input type="checkbox"/> SEE TEXT | USED <input type="checkbox"/> RETURN<br>PARTS: X SCRAP<br><input type="checkbox"/> SEE TEXT |
| AVAILABILITY: PRODUCT'S SUPPORT LIFE   | NO CHARGE AVAILABLE UNTIL: (EOS.)  |   |
| <input type="checkbox"/> Calibration Required<br>X Calibration NOT Required  | PRODUCT LINE: 1A<br>AUTHOR: MR   |   |
| ADDITIONAL INFORMATION: CHARGE 54913-68719 PARTS AND 1 HOUR LABOR TO FACTORY WARRANTY  |  |   |
| <b>Calibration is not required and will not be covered by factory warranty.</b>  |  |   |

© AGILENT TECHNOLOGIES, INC. 2013  
PRINTED IN U.S.A.

October 1, 2013

Rev. 21



**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.

Calibration is not required and will not be covered by factory warranty.

Charge the cost of the replacement part Motherboard Kit (54913-68719) and labor to replace the part to factory warranty. The Total Labor charges not to exceed 1.0 Hour.  
Follow Service manual replacement process.

**Revision History:**

| Revision Number | Date       | Author      | Reason For Change  |
|-----------------|------------|-------------|--|
| 1.0             | 10/16/2012 | Mark Rowley | Original release   |
| 2.0             | 10/1/2013  | Mark Rowley | Added Factory Warranty charging dialog, and changed template to MR |