DSO90604A-07

S E R V I C E   N O T E

Supersedes:
NONE

DSO90604A Infiniium High Performance Oscilloscope: 6GHz

Serial Numbers: ALL

There has been reported a failure seen on 90000A front panels termed as "Unresponsive knobs". This issue is usually observed on the horizontal position knob. Cycling the Infiniium application off and then on most often restarts the knobs operation again.

Parts Required:

P/N	Description	Qty.
54913-66505	PCA - tested front panel board	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
MODIFICATION RECOMMENDED		
ACTION X ON SPECIFIED FAILURE CATEGORY: [[]] AGREEABLE TIME	STANDARDS LABOR: 0.8 Hours	

LOCATION   [[]] CUSTOMER INSTALLABLE
CATEGORY: [[]] ON-SITE **(active On-site contract required)**
               X   SERVICE CENTER
            [[]] CHANNEL PARTNER
	SERVICE X RETURN
	INVENTORY: [[]] SCRAP
	                [[]] SEE TEXT
		USED X RETURN
		PARTS: [[]] SCRAP
		               [[]] SEE TEXT

AVAILABILITY: PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: EOS Dec. 31,2020	
[[]] Calibration Required X Calibration NOT Required	PRODUCT LINE: PL1A AUTHOR: MR	
ADDITIONAL INFORMATION: on specific failure only "unresponsive knobs"		

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Situation:

Some customers may have seen an intermittent failure with the 90000A series front panel horizontal position knobs not working. This can usually be cured temporary by cycling the Infiniium application off then back on. This will work most of the time, but then later the knob may stop working again.

Solution/Action:

Replace the Front Panel keyboard Assembly

Re-program the new Front FPGA and PIC.

Once the new front panel is installed then it will be necessary to make sure the Front Panel FPGA and PIC is programmed to the correct version needed to support the Infiniium application.

Help About Infiniium Menu

Win XP Infiniium Application Version 4.20 Front Panel FPGA = 2 and PIC = 4.61
Win 7 Infiniium Application Version 4.50 Front Panel FPGA = 2 and PIC = 4.61

1. Using a command prompt type regedit. This will bring up the registry editor and then navigate to the same as the below picture.
    Navigate to the following directories depending on the Win OS version.
    Win XP
    My Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Agilent\Infinium
    Win 7
    Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Agilent\Infinium
2. Right click on the FrontPanelFpgaVersion   and Delete.
3. Right click on the FrontPanelPicVersion   and Delete.
4. Exit out of regedit.
5. Once this is done using the control panel Add/Remove programs remove the Infiniium application, Infiniium Demos, Infiniium Manuals and Reboot.
6. Then install the Infiniium application you wanted.

Contact scopes_support@agilent.com for an updated version of future releases.

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

Charge the cost of the replacement part and labor to replace the front panel part to factory warranty.
Follow Service manual replacement process.

Revision History:

Revision Number	Date	Author	Reason For Change
1.0	7/17/2013	Mark Rowley	As published