

DSO91304A-06A

S E R V I C E N O T E

Supersedes:
DSO91304A-06

DSO91304A Infiniium High Performance Oscilloscope: 13GHz

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

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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