

# Modification Recommended Service Note

Supersedes:  
DSOS404A-03E

## DSOS404A – DSO Infiniium S Series 4GHz 4 channel

Serial Numbers: MY00000001 - MY58060101; SG55160101, SG55160102, SG55360101 to SG55360107, SG55380101 to SG55380110, SG55510101, SG55510102, SG57220101, SG57220102, SG58120101, SG58150101 to SG58150103, SG59320101, SG59320102.

The Problem – Under certain circumstances a PLL2 error may occur on the S-series products.

### Parts Required:

| P/N         | Description                      | Qty. |
|-------------|----------------------------------|------|
| 54911-69511 | PCA – Acquisition Board (tested) | 1    |
| 54911-69521 | PCA – Acquisition Board (tested) | 1    |
| 54911-69531 | PCA – Acquisition Board (tested) | 1    |
| 54911-69532 | PCA – Acquisition Board (tested) | 1    |

### ADMINISTRATIVE INFORMATION

|               |   |                            |  |   |
|---------------|---|----------------------------|--|---|
| ACTION        | <input checked="" type="checkbox"/> ON SPECIFIED FAILURE            | STANDARDS                  |  |   |
| CATEGORY:     | <input type="checkbox"/> AGREEABLE TIME                             | LABOR:                     | 4.0 Hours                                  |   |
| LOCATION      | <input checked="" type="checkbox"/> SERVICE CENTER                  | SERVICE:                   | <input checked="" type="checkbox"/> RETURN | USED <input checked="" type="checkbox"/> RETURN |
| CATEGORY:     | <input type="checkbox"/> ON-SITE (active On-site contract required) | INVENTORY:                 | <input type="checkbox"/> SCRAP             | PARTS: <input type="checkbox"/> SCRAP           |
|               | <input type="checkbox"/> CHANNEL PARTNERS                           |                            | <input type="checkbox"/> SEE TEXT          | <input type="checkbox"/> SEE TEXT               |
| AVAILABILITY: | PRODUCT'S SUPPORT LIFE  | NO CHARGE AVAILABLE UNTIL: | December 31, 2024                          |   |
|               | <input checked="" type="checkbox"/> Calibration Required            | PRODUCT LINE:              | PL-1A                                      |   |
|               | <input type="checkbox"/> Calibration NOT Required                   | AUTHOR:                    | EG   |   |

### ADDITIONAL INFORMATION:

## Situation:

On older acquisition boards a PLL2 error message sometimes occurs. The error message appears on the screen as below:



There are new acquisition boards that fix this issue for the S-series scopes.

## Solution/Action:

Please, use the 54911-69511 board until is gone.

If you have a 54911-69511, then skip steps 1 and 2 and proceed to step 3.

If there are no 54911-69511, then start with step 1 below.

1. If the customer needs to have software revision < 6.10.01001, then replace the acquisition board with the 54911-69532 board.
2. If the customer can have software revision  $\geq$  6.10.01001, then it can be replaced by any of these three boards: 54911-69521, 54911-69531, or 54911-69532.

3. Save the Serial Numbers of the replaced and the new Acquisition Boards in Siebel. Please, follow this procedure:

a. For each Service Order in Siebel, there is a tab labeled Activities:

| Activity # | Type                 | Billing Type     | Planned Start      | Duration | Status |
|------------|----------------------|------------------|--------------------|----------|--------|
| 1-40WC9AU  | Logistics            | Not Billable     | 3/22/2017 12:20:53 |          | Done   |
| 1-40WC9AX  | Repair-Inc post C... | Factory Warranty | 3/22/2017 12:20:53 |          | Done   |

b. Clicking on the Activity # associated with the Repair, you'll see this:

| Type          | Date      | Labor Item Number | Quoted Time | Elapsed Time | Reported Time | Original L |
|---------------|-----------|-------------------|-------------|--------------|---------------|------------|
| Standard Time | 4/18/2017 | RLR5A             |             | 4.00         | 4.00          |            |
| Standard Time | 4/18/2017 | RLR5C             |             | 1.50         | 1.50          |            |

c. Click on the Items tab to enter or see the parts that were ordered and/or used:

| Part #      | Product Description | Alternate Product Des  | Qty | Original List Price | Extended Amount | A |
|-------------|---------------------|------------------------|-----|---------------------|-----------------|---|
| 16800-68702 | Power supply subass | Netzteil Untereinhe... | 1   |                     |                 |   |
| 0950-4822   | Power Supply 15-WA  |                        | 1   |                     |                 |   |
| 0960-2875   | NFTS; Mod and Ser N |                        | 1   |                     |                 |   |
| 0960-2939   | Mod and Ser Nbr Req |                        | 1   |                     |                 |   |

d. Somewhere in the parts record you'll find the serial number fields (Old Serial Number, and New Serial/Mfg Id)

| New Serial/Mfg Id | Planned Date       | Return Ship Date | Tracking # | Location | Product Line | Line Comment | Include in Billable Tot | Old Serial Number | Refer |
|-------------------|--------------------|------------------|------------|----------|--------------|--------------|-------------------------|-------------------|-------|
|                   | 4/12/2017 09:47:11 |                  |            |          | 8T           |              | ✓                       |                   |       |
|                   | 4/8/2017 17:23:31  |                  |            |          | 8T           |              | ✓                       |                   |       |
|                   | 4/12/2017 10:32:47 |                  |            |          | 8T           |              | ✓                       |                   |       |
|                   | 4/10/2017 16:34:16 |                  |            |          | 8T           |              | ✓                       |                   |       |

e. The fields can be re-ordered in Siebel so that they are more easily found – like this:

| Part #      | Product Description                        | Alternate Product Det | Qty | Parts Fail Code      | Old Serial Number | Return To           | New Serial/Mfg Id | Origin |
|-------------|--|-----------------------|-----|----------------------|-------------------|---------------------|-------------------|--------|
| 16800-68702 | Power supply subass;Netzteil Untereinhe... |                       | 1   | Defective Assembl... |                   | Distribution Center |                   |        |
| 0950-4822   | Power Supply 15-WA                         |                       | 1   | Assembly/Part Not... |                   | Distribution Center |                   |        |
| 0960-2875   | NFTS; Mod and Ser N                        |                       | 1   | Assembly/Part Not... |                   | Distribution Center |                   |        |
| 0960-2939   | Mod and Ser Nbr Rec                        |                       | 1   | Assembly/Part Not... |                   | Distribution Center |                   |        |

**NOTE:** The fields only take 19 characters. The acq board serial numbers are 24 characters. Please do not enter the “54911” portion of the serial numbers (the first 5 numbers) in the fields; enter only the remaining 19 characters.

Adding the serial numbers of both the failed (replaced/old) Acquisition Board and the new Acquisition Board in these fields will allow us to more easily find them in Siebel and Spotfire.

4. Return the failed acquisition board to the factory.

**Revision History:**

| Date        | Service Note Revision | Author    | Reason for Change                  |
|-------------|-----------------------|-----------|------------------------------------|
| 30 Jan 2018 | 03                    | Ed Gorbea | As Published                       |
| 18 Apr 2018 | 03A                   | Ed Gorbea | New acquisition board              |
| 28 Feb 2019 | 03B                   | Ed Gorbea | More new acquisition boards        |
| 14 Oct 2019 | 03C                   | Ed Gorbea | Adding the SGXXXXXXXXX models      |
| 24 Apr 2019 | 03D                   | Ed Gorbea | Adding 54911-66/69511 board        |
| 14 Mar 2023 | 03E                   | Ed Gorbea | Extending no charge available date |
| 12 Mar 2024 | 03F                   | Ed Gorbea | Extending no charge available date |