

# MSO9104A-05

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

Supersedes:  
NONE

### MSO9104A Infiniium Oscilloscope: 1GHz, 4 analog channels

Serial Numbers: ALL

**There has been reported a failure seen on 9000A front panels termed as “Unresponsive knobs”. This issue is usually observed on the channel 2 position knob. Cycling the Infiniium application off and then on most often restarts the knobs operation again.**

**Parts Required:**

P/N	Description	Qty.
54904-66405	PCA-Front Panel	1

### ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
<b>MODIFICATION RECOMMENDED</b>		
ACTION <input checked="" type="checkbox"/> ON SPECIFIED FAILURE CATEGORY: <input type="checkbox"/> AGREEABLE TIME	STANDARDS LABOR: 0.8 Hours	
LOCATION <input type="checkbox"/> CUSTOMER INSTALLABLE CATEGORY: <input type="checkbox"/> ON-SITE ( <b>active On-site contract required</b> ) <input checked="" type="checkbox"/> SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNER	SERVICE <input checked="" type="checkbox"/> RETURN INVENTORY: <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED <input checked="" type="checkbox"/> RETURN PARTS: <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: EOS Dec. 31,2019	
<input type="checkbox"/> Calibration Required <input checked="" type="checkbox"/> 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 9000A series front panel channel 2 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 = 4.60

Win 7 Infiniium Application Version 4.50 Front Panel FPGA = 2 and PIC = 4.60

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\Infiniium  
Win 7  
Computer\HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Agilent\Infiniium
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](mailto: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