Modification Recommended Service Note

Supersedes:
MSOS204A-02A

MSOS204A – MSO Infiniium S Series 2GHz 4 channel

Serial Numbers: MY00000001 - MY58060101

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

Parts Required:

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

ADMINISTRATIVE INFORMATION

ACTION CATEGORY:	[X] ON SPECIFIED FAILURE [[]] AGREEABLE TIME	STANDARDS			
		LABOR: 4.0 Hours			
LOCATION CATEGORY:	[[]] CUSTOMER INSTALLABLE [[]] ON-SITE (active On-site contract required) [X] SERVICE CENTER [[]] CHANNEL PARTNERS	SERVICE: INVENTORY:	[X] RETURN [[]] SCRAP [[]] SEE TEXT	USED PARTS:	[X] RETURN [[]] SCRAP [[]] SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE		NO CHARGE AVAILABLE UNTIL: December 31, 2022			
	[X] Calibration Required [[]] Calibration NOT Required	PRODUCT LINE: PL-1A AUTHOR: EG			

ADDITIONAL INFORMATION:

KEYSIGHT TECHNOLOGIES

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:

1. If the customer needs to have software revision < 6.10, then replace the acquisition board with the 54911-69532 board.
2. If the customer can have software revision > 6.10, 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)

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

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	02	Ed Gorbea	As Published
18 Apr 2018	02A	Ed Gorbea	New acquisition board
28 Feb 2019	02B	Ed Gorbea	More new acquisition boards