Modification Recommended Service Note

Supersedes:
MSOS804A-02C

MSOS804A – MSO Infiniium S Series 8GHz 4 channel

Serial Numbers: MY00000001-MY58060101; SG54340101, SG55360101, SG55510101, SG57500101, SG58150101-SG58150103.

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 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:

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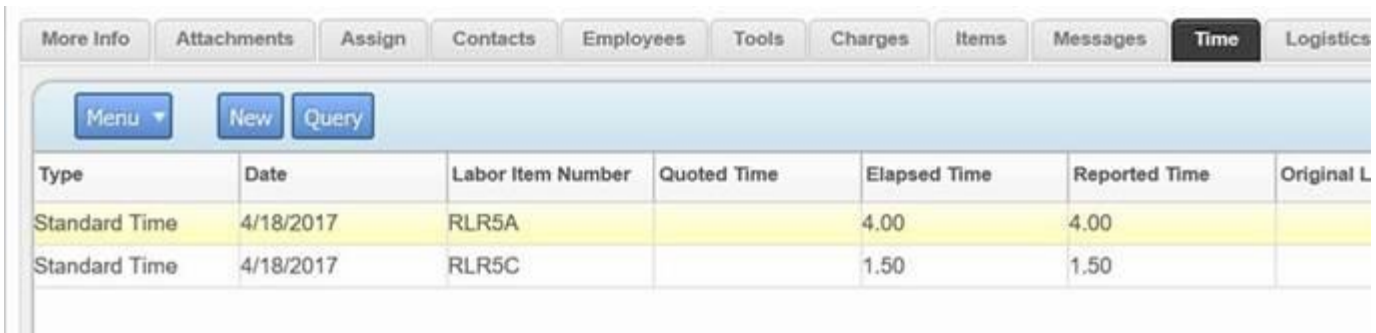
1. If the customer needs to have software revision < 6.10.01001, then replace the acquisition board with the 54911-69532 board.
2. If the customer can have software revision >= 6.10.01001, then it can be replaced by any of these three boards: 54911-69521, 54911-69531, or 54911-69532.
3. Save the Serial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

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

   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		✓		
	4/6/2017 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 Des	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 Req		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	02	Ed Gorbea	As Published
18 Apr 2018	02A	Ed Gorbea	New acquisition board
28 Feb 2019	02B	Ed Gorbea	More new acquisition boards
24 Apr 2019	02C	Ed Gorbea	Adding 54911-66/69511 board
14 Oct 2019	02D	Ed Gorbea	Adding SGXXXXXXXX models