

Modification Recommended Service Note

Supersedes:
NONE

N1000A DCA-X Wide-Bandwidth Oscilloscope Mainframe

Serial Numbers: MY58400129, MY58400219, MY58400225, MY59280580, MY62460229

The listed N1000A mainframes originally shipped with option STB and were later upgraded to option LOJ. During upgrade, option STB was mistakenly not removed.

Parts Required:
NONE

ADMINISTRATIVE INFORMATION

ACTION	<input type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS	
CATEGORY:	XX AGREEABLE TIME	LABOR:	0.0 Hours
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE:	<input type="checkbox"/> RETURN
CATEGORY:	<input type="checkbox"/> SERVICE CENTER	INVENTORY:	<input type="checkbox"/> SCRAP
	<input type="checkbox"/> ON-SITE		XX N/A
	<input type="checkbox"/> CHANNEL PARTNERS	USED	<input type="checkbox"/> RETURN
	XX FACTORY	PARTS:	<input type="checkbox"/> SCRAP
			XX N/A
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	PRODUCT'S SUPPORT LIFE
	XX Calibration Required	PRODUCT LINE:	8F
	<input type="checkbox"/> Calibration NOT Required	AUTHOR:	MM

ADDITIONAL INFORMATION:

Situation:

The listed N1000A mainframes originally shipped with option STB and were later upgraded to option LOJ. During upgrade, option STB was mistakenly not removed (STB and LOJ are mutually exclusive options).

There is no performance impact to this error and all units correctly meet the LOJ specification, as was verified after upgrade.

However, the service center test application may throw errors when attempting to repair a unit with both STB and LOJ installed.

Solution/Action:

On the next Keysight service, units should be routed to the Factory, where option STB will be removed and the scheduled service performed. Subsequent services may be routed per the normal process.

The service should be charged per the normal process, with no additional charge added for removal of option STB.

Revision History:

Date	Service Note Revision	Author	Reason for Change
02 June 2025	01	MM	As Published