

N2831A-02

# Modification Recommended Service Note

Supersedes:  
[NONE]

N2831A 8 GHz InfiniiMax III+ Series Probe Amplifier  
Serial Numbers: ALL

With older Infiniium Application SW versions, the probes microcontroller address can inadvertently be re-written. This will cause the probe to have an error message displayed on the scope when attached.

## Parts Required:

P/N	Description	Qty.
None		

## ADMINISTRATIVE INFORMATION

ACTION	<input type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS			
CATEGORY:	X AGREEABLE TIME	LABOR:	0.25 Hours		
LOCATION	X CUSTOMER INSTALLABLE	SERVICE:	<input type="checkbox"/> RETURN	USED	<input type="checkbox"/> RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP	PARTS:	<input type="checkbox"/> SCRAP
	X SERVICE CENTER		<input type="checkbox"/> SEE TEXT		<input type="checkbox"/> SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS				
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	(June 2019.)		
	X Calibration Required	PRODUCT LINE:	PL1A		
	<input type="checkbox"/> Calibration NOT Required	AUTHOR:	MR		

ADDITIONAL INFORMATION: Calibration is required if the part has not been replaced by -FG part. Otherwise if -FG part is used; no calibration is required.

### Situation:

Engineering has determined that Infiniium oscilloscope software versions prior to 06.20.00701 have been inadvertently rewriting the probe's microcontroller address. This rewrite occurs only under rare start-up conditions, triggering a specific software function to overwrite the microcontroller's address value. The effect is that the customer cannot use their probe at all, and the error message shown below, pops up on the oscilloscope. Even though this failure mode can occur 1-2 years after purchase, it is important to know that this is not a cumulative failure. It is triggered by a single, rare event, which has been completely removed in Version 06.20.00701. N7000/1/2/3A and N2830/1/2A are the only models affected.

### Solution/Action:

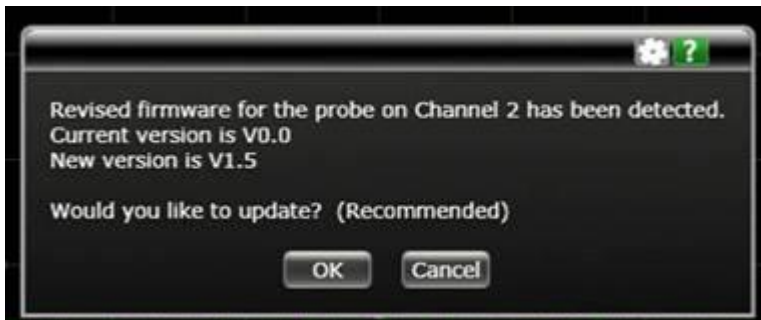
The code causing this error has been eliminated in Scope Software Version 06.20.00701 and later. If the customer upgrades their scope software to the latest version, they should not experience this failure in the future.

Version 06.20.00701 also fixes a failing probe by restoring the microcontroller's address to its original value. Plugging a probe onto a scope with the latest software version will fix this probe permanently (assuming the customer upgrades their scope's software).

## Product return evaluation process:

**Note:** Service Centers tests Infiniium scopes need to have the SW version be 06.20.00701 and later.

1. Ask the customer if he/she has seen the following message when plugging his/her probe onto an oscilloscope:



2. Regardless of the customer's answer to the question, plug the customer's probe onto a Service Center scope with software version 06.20.00701 or later.
3. If the Customer said No in step 1 or was unsure: tell the customer that Keysight recommends downloading latest scope software version—Version 06.20.00701 or later. Continue with standard procedure.
4. If the Customer said Yes, the probe appears to function normally on the scope, and it passes calibration, the probe has been fixed. Send the original probe back to the customer, and tell the customer that Keysight recommends an upgrade to oscilloscope software—Version 06.20.00701 or later to prevent this issue from re-occurring to their probe.

Revision History:

Date	Service Note Revision	Author	Reason for Change
23 May 2018	01	Mark Rowley	As Published