

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

SUPERSEDES: None

**Model 54810A Infinium Oscilloscopes**

Serial Numbers: See Below

**Active probe calibration not working correctly in code rev. A.02.02****Duplicate Service Notes:**

54815A-05 Serial Numbers: US36000000 / US38229999

54820A-05 Serial Numbers: US36000000 / US38229999

54825A-05 Serial Numbers: US36000000 / US38229999

54845A-05 Serial Numbers: US36000000 / US38229999

**To Be Performed By:** Customers or Agilent Personnel**Situation:**

The Infinium Oscilloscope code revision A.02.02 has an active probe calibration bug. This code bug causes the scope to revert back to default factors after performing the active probe calibration. This only effects 1152A and 1153A active probes. This results in a slight measurement inaccuracy for active probes calibrated using this version of code.

*Continued*

DATE:September 1998

## ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

**INFORMATION ONLY**

AUTHOR:

RK

ENTITY:

0840

ADDITIONAL INFORMATION:

None

Only code revision 2.02 contains this active probe calibration bug and only probes 1152A and 1153A are effected. Prior code versions, including code revision 2.00 which is available on the web, do not contain this bug. The slight measurement inaccuracy caused by the probe reverting to default factors shows up as the baseline offset not calibrating down to 1 mV. In some instances, the offset may be off as much as 10 mV but is typically less than 5 mV.

**Solution / Action:**

If you are making measurements where this offset inaccuracy may be a problem, there are three options available:

Option 1: Pull code revision 2.00 off the Infinium web page and load in your Infinium oscilloscope. See the URL listed after option 3.

Option 2: Contact EMD support at 719-590-3800 for a limited release version of code that is an interim solution.

Option 3: Wait until the long term solution/new code release is available in September. This will be available on the Infinium Oscilloscope web page at URL:  
[http://www.tmo.agilent.com/tmo/pia/infinium/PIATop/English/Infinium\\_Main.html](http://www.tmo.agilent.com/tmo/pia/infinium/PIATop/English/Infinium_Main.html)