

54845A-09

S E R V I C E N O T E

Supersedes:
None

54845A Infiniium Oscilloscope 1.5 GHz,4ch, 4-8 GSa/s

Serial Numbers: MY40000403- MY40009999

Infiniium Units that are shipped with Acquisition board number 54845-66538 will have problems storing the calibration cal-factors with system firmware A.04.30. Units will pass User Self-calibration, but if the unit's power is cycled the cal-factors will not be saved, and the unit will be un-calibrated.

These units will be shipping from the factory with the Recovery Software Pouch version A.04.30, and Upgrade system firmware A.04.36. If these units need their Hard Drive re-ignited (Recovered) then the procedure shall be to do a Recovery using the 54810-68808 (A.04.30), and then an Upgrade to the System software using 54810-68820 (A.04.36).

Parts Required:

P/N	Description	Qty.
54810-68808	Infiniium LS120 Recovery Software	1
54810-68820	Infiniium Upgrade Software	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

INFORMATION ONLY

AUTHOR: MR PRODUCT LINE: 1A

ADDITIONAL INFORMATION:

Situation: Infiniium Units that are shipped with Acquisition board number 54845-66538 will have problems storing the calibration cal-factors with A.04.30. Units will pass User Self-calibration, but if the unit's power is cycled the cal-factors will not be saved, and the unit will be un-calibrated.

Solution/Action:

The Infiniium scopes that are manufactured with the 54845-66538-acquisition board will require the system firmware version A.04.36 to operate correctly. These units will be shipping from the factory with the Recovery Software Pouch version A.04.30, and Upgrade system firmware A.04.36. If these units need their Hard Drive re-ignited (Recovered) then the procedure shall be to do a Recovery using the 54810-68808 (A.4.30), and then an Upgrade to the System software using 54810-68820 (A.4.36).