

DSOS404A-03A

Modification Recommended Service Note

Supersedes:
DSOS404A-03

DSOS404A – DSO Infiniium S Series 4GHz 4 channel

Serial Numbers: MY00000001 - MY58060101

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

ADMINISTRATIVE INFORMATION

ACTION	☒ ON SPECIFIED FAILURE	STANDARDS	
CATEGORY:	☐ AGREEABLE TIME	LABOR:	4.0 Hours
LOCATION	☐ CUSTOMER INSTALLABLE	SERVICE:	☒ RETURN
CATEGORY:	☐ ON-SITE (active On-site contract required)	INVENTORY:	☐ SCRAP
	☒ SERVICE CENTER		USED PARTS: ☐ SCRAP
	☐ CHANNEL PARTNERS		☐ SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	December 31, 2022
	☒ Calibration Required	PRODUCT LINE:	PL-1A
	☐ Calibration NOT Required	AUTHOR:	EG

ADDITIONAL INFORMATION:

Situation:

On the old acquisition board, 54911-66501/69501, a PLL2 error message sometimes occurs. The error message appears on the screen as below:



There is a new acquisition board available for the S-series scopes (54911-69511); any repairs associated with the older 54911-69501 needs to be replaced with 54911-69511.

Solution/Action:

This Service note applies only for the specified failure on the 54911-66501 or 54911-69501 acquisition boards. If the failing acquisition board is 54911-66511 or 54911-69511, please ignore this Service Note.

1. Replace the acquisition board with the 54911-69511.
2. 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:

Activities Menu ▾ Query					
Activity #	Type	Billing Type	Planned Start	Duration	Status
1-40WC9AU	Logistics	Not Billable	3/22/2017 12:20:53		Done
1-40WC9AX	Repair-Inc post C...	Factory Warranty	3/22/2017 12:20:53		Done

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

More Info Attachments Assign Contacts Employees Tools Charges Items Messages Time Logistics						
Menu ▾ New Query						
Type	Date	Labor Item Number	Quoted Time	Elapsed Time	Reported Time	Original L
Standard Time	4/18/2017	RLR5A		4.00	4.00	
Standard Time	4/18/2017	RLR5C		1.50	1.50	

- c. Click on the Items tab to enter or see the parts that were ordered and/or used:

More Info Attachments Assign Contacts Employees Tools Charges Items Messages Time Logi						
Menu ▾ New Query Split Line						
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		✓		
	4/8/2017 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:

More Info

Attachments

Assign

Contacts

Employees

Tools

Charges

Items

Messages

Time

Logistics

Audit Trail

CFD Language

Menu

New

Query

Split Line

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.

3. Return the failed 54911-69501 acquisition board to the factory..

Revision History:

Date	Service Note Revision	Author	Reason for Change
30 Jan 2018	01	Ed Gorbea	As Published