

DSOS404A-03B

Modification Recommended Service Note

Supersedes:
DSOS404A-03A

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.
54911-69521	PCA – Acquisition Board (tested)	1
54911-69531	PCA – Acquisition Board (tested)	1
54911-69532	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 older acquisition boards a PLL2 error message sometimes occurs. The error message appears on the screen as below:



There are new acquisition boards that fix this issue for the S-series scopes.

Solution/Action:

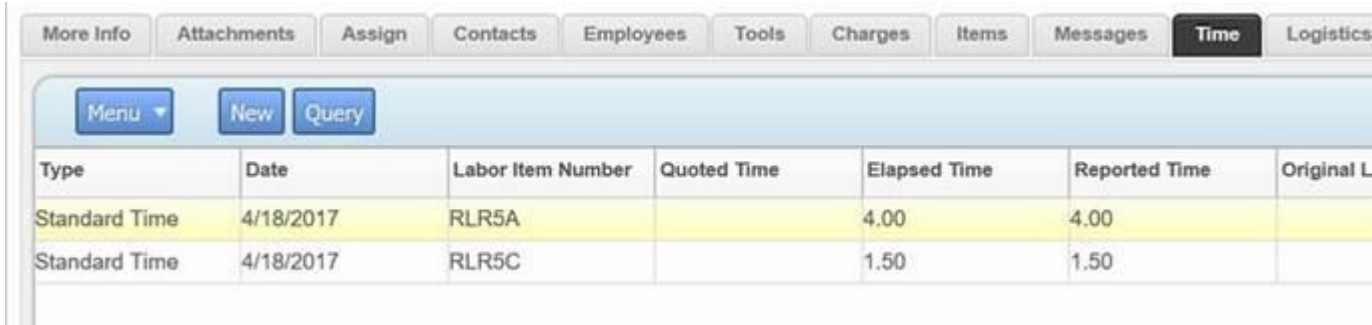
1. If the customer needs to have software revision < 6.10, then replace the acquisition board with the 54911-69532 board.
2. If the customer can have software revision > 6.10, then it can be replaced by any of these three boards: 54911-69521, 54911-69531, or 54911-69532.
3. Save the Serial Numbers of 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:



The screenshot shows the 'Activities' tab in Siebel. It has a header bar with 'Activities', a 'Menu' dropdown, and a 'Query' button. Below the header is a table with the following data:

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

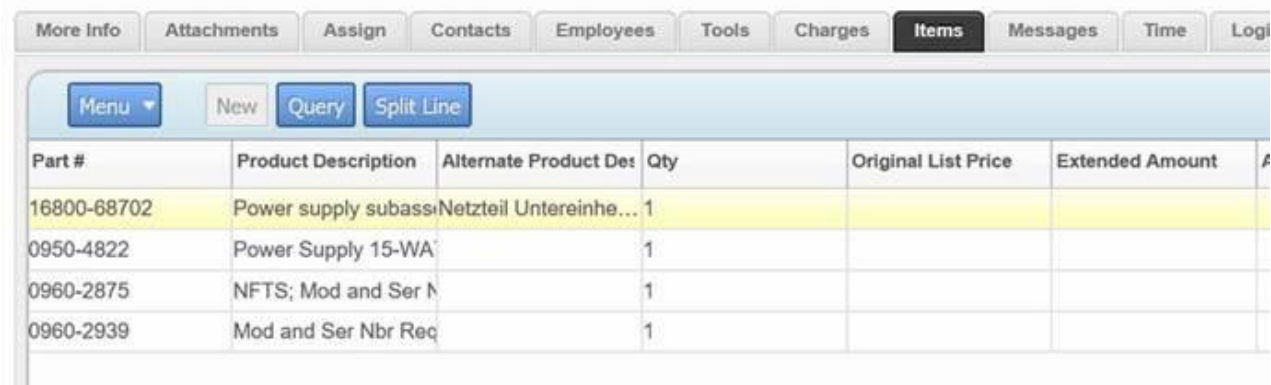
- b. Clicking on the Activity # associated with the Repair, you'll see this:



The screenshot shows the 'Time' tab in Siebel. It has a header bar with tabs: 'More Info', 'Attachments', 'Assign', 'Contacts', 'Employees', 'Tools', 'Charges', 'Items', 'Messages', 'Time' (selected), and 'Logistics'. Below the header is a sub-header bar with 'Menu' dropdown, 'New' button, and 'Query' button. Below that is a table with the following data:

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:



The screenshot shows the 'Items' tab in Siebel. It has a header bar with tabs: 'More Info', 'Attachments', 'Assign', 'Contacts', 'Employees', 'Tools', 'Charges', 'Items' (selected), 'Messages', 'Time', and 'Logistics'. Below the header is a sub-header bar with 'Menu' dropdown, 'New' button, 'Query' button, and 'Split Line' button. Below that is a table with the following data:

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.

4. Return the failed acquisition board to the factory.

Revision History:

Date	Service Note Revision	Author	Reason for Change
30 Jan 2018	03	Ed Gorbea	As Published
18 Apr 2018	03A	Ed Gorbea	New acquisition board
28 Feb 2019	03B	Ed Gorbea	More new acquisition boards