

INFORMATION ONLY – DOES NOT COMMUNICATE  
A MODIFICATION OR SAFETY CONDITION

**54855A-01**

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

Supersedes:  
None

## 54855A Infiniium Oscilloscopes – 20Gsa/s, 4 Ch, 6 GHZ

Serial Numbers: ALL

**This Service note is communicating an error in software revision A.03.10 that may cause the scope application to stop functioning and to close when using the Jitter Analysis or Serial Data Analysis applications.**

**Parts Required:**

| P/N  | Description                   | Qty. |
|------|-------------------------------|------|
| None | Rev A.03.15 Upgrade or higher | 1    |

The software upgrade is available for free from [www.agilent.com/find/infiniium\\_software](http://www.agilent.com/find/infiniium_software)

## ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

**INFORMATION ONLY**

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ADDITIONAL INFORMATION: Customer Satisfaction issue.

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**Agilent Technologies**

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**Solution/Action:**

Owners of 54855A oscilloscopes with software rev 3.10 will experience a problem when they start the Jitter Analysis application or the jitter measurement in the Serial Data Analysis application, either of these actions will cause the oscilloscope application to close. To resolve this condition, install upgrade 3.15 or higher. At the time this service note was written, rev 3.15 was the highest software rev available for the 54855A oscilloscope. The instructions for installing the software come included with the pouch that contains the upgrade media. The software is available for free from Agilent Technologies, Inc. at [www.agilent.com/find/infiniium\\_software](http://www.agilent.com/find/infiniium_software).

If you do not have rev 3.15 or you are waiting for rev 3.15 to arrive, you may want to use the oscilloscope's other features. When you cycle power on the oscilloscope or reopen the oscilloscope application, the oscilloscope application will try to start the Jitter Analysis application or the Serial Data Analysis application and will cause the oscilloscope application to close again. To correct this situation, set the oscilloscope to a default configuration by doing the following at power up.

During the power-up sequence you will see a blue screen that says welcome for about two seconds, but just before you see the Infiniium blue splash screen. During the blue welcome screen (but before you see the Infiniium splash screen) just press and hold any one of the four arrow keys next to the marker keys. Continue to hold the key pressed until you see the graticules displayed on the oscilloscope. The blue welcome screen only displays for about one or two seconds so you have to be quick to press an arrow key before the blue Infiniium splash screen appears. You will hold the key pressed for about 30 seconds.