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TDS 3014 TDS 3000 scope Strange display "System Error " report, on BootUp, ... with no effect on scope function: repair of, or Clearing / Reset this Error Log ?



garp66

2018-10-22  (<https://groups.io/g/TekScopes/message/151888>)

Tek TDS 3014 scope Boots up & passes all 8 self-tests , but reports a "System Error" in the Graphics System:
(The BootUp Self-Test passes everything, including 'Application modules' -- even though there are none inserted in the two upper right module compartments)

This scope *functions correctly* for all four channels, over its frequency & amplitude ranges.

screen#1:

"System Error

A System Error has Occurred.

Contact your Tektronix Service Center for Assistance."

...

screen#2:

" Number of Power Ups 179

Diagnostic Results:

Acquisition PASS

CPU PASS

Display PASS

Front Pannel PASS

I/O PASS

ROM PASS

Disk Drive PASS

Application Modules PASS"

screen #3:

" Number of Power ups 179

Total Operating time 15753532 hrs.

System Errors 783

Breakdown by Sub System:

Acquisition: 0 CPU: 0 Display: 783 ROM: 0

Front Pannel: 0 I/O: 0 Disk Drive: 0

179: 21 0 34 Graphics 120:80:4140/120/ 0 "

Interesting:

- a) Nothing mentioned in the screen#3 diagnostic about Application Modules.
- b) The # of Runtime hours is way-off *anything* reasonable => thousands of years (millions of hrs.); would have 1st turned on ~ 1798 yrs. ago ! (not possible !)

Wondering if :

- 1) there might be a Boot up RAM or NVram battery (in the display section) that has gone south, providing faulty parameters ?
- 2) Missing Application Modules (compartments all empty) but retained Lic Codes previously transferred to the TDS 3014 by previous users ; causing the soft error ?
- 3) Runtime hours (millions) are completely unrealistic; only ~ 8760 hrs in a year !
- 4) Meaning of the System Diagnostic code: 179: 21 0 34 Graphics 120:80:4140/120/ 0 ??

-- Any way to do a 'hard reset' to cure this error ?

-- Any replacement Nvram battery possible, wherever that is ??

-- How to remove any Lic Code for a non-existent Application Module(s) { Or method of transfer it back to the Application Modules, if modules found) ?

Other actual solutions ?

thanks,

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zenith5106 (/g/TekScopes/profile/87981) 2018-10-22  (<https://groups.io/g/TekScopes/message/151889>)

On Mon, Oct 22, 2018 at 07:34 PM, garp66 wrote:

1) there might be a Boot up RAM or NVram battery (in the display section) that has gone south, providing faulty parameters ?

-- Any replacement Nvram battery possible, wherever that is ??

There is a DALLAS DS1742W-150 Timekeeping RAM that might or might not be the problem. Some time ago I had a TDS 3014B that got stuck on the flash screen. Fortunately I had a scrapped main board from another TDS 3000 and as last resort before scrapping it I took the DALLAS chip from the scrapped board and installed in the scope. Much to my surprise it solved the problem so it could be worth replacing yours.

Another thing to watch out for is the F/W version. There was one version that could mess up the NVRAM quite good due to some memory address issues. It was v3.12.

/Håkan

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