

WaveRunner 104Xi-A Troubleshooting and Recovery Procedure

This guide serves as supplemental material to the Recovery Procedure LeCroy Manual for Xi-A and MXi-A Oscilloscopes, with the steps and recommendations defined for the WaveRunner 104Xi-A located in the High Bay.

Manual Reference Pages 99-104

Motivation

- Screen is frozen and or black when turning the machine on
- System starts up but keeps freezing when the oscilloscope application is launched
- The operating system, Windows XP is specifically crashing.

Preliminary Steps

- Disconnect the inputs to the oscilloscope and select clear sweeps. If the oscilloscope remains frozen, force shut it down manually and wait 2-4 minutes before attempting to boot up again.
- Upon clicking the Power Button, the buttons to the right of the screen should flash for 2 seconds and then turn off again; the screen should display *LeCroy* and boot up will begin.
 - a. If this screen is not displayed within 2 minutes of turning the power on, force shut down again, allow the system to cool further, and repeat the process.
- The DSO application begins at startup, if there are too many applications assigned to start immediately this could cause a crash; change the startup settings by accessing the Task Manager.

Recovery Process:

If problems persist, begin the Recovery Procedure by pressing F11 after the prompt to access the Acronis True Image Work station.

1. Select Acronis True Image Echo Workstation
2. Select Recovery
3. Select Acronis Secure Zone
4. Select Restore disks or partitions
5. Select System
6. Select System or Unallocated Partition
7. Select Active
8. Continue past restored Partition size
9. Select no I do not
10. Check yes to verify the backup before recovery procedure as well as rebooting after the recovery is completed.

Once the machine has booted up again, the Windows XP software installation will become available, go through the following steps, most will be left as the default options

1. Agree to the EULA
2. Input the 25-digit ID located on the bottom of the oscilloscope
 - i. Key: K8BXX-XXXXX...
3. Choose automatic Updates
4. Rename Computer as desired, current name is "WR104XiA". Admin. Password is not currently in place so move past this step.

5. Do not choose to make the computer part of a domain
6. Skip internet connection setups
7. Select to Remind me to Activate windows every few days.

Windows will now be accessible and the XStream DSO Setup will begin at startup.

1. Agree to the Terms and Conditions
2. Leave the selected components in default and select Install.
3. Select Finish. Upon the next startup the DSO application will begin automatically.