

MODIFICATION RECOMMENDED –
CORRECTS MANUFACTURING OR DESIGN DEFECTS

SN 34938A-01

S E R V I C E N O T E

Supersedes:
None

34938A 20-channel 5 amp Form A switch module

Serial Numbers:

MY43000101

MY43000102

MY44000101-MY44000150

The 34980A mainframe may indicate an over temperature error for the 34938A plug-in switch module on power up due to an uninitialized variable in the module firmware.

To Be Performed By: Agilent-Qualified Personnel or Customer

Firmware Update:

The latest 34980A firmware code and installation program can be downloaded from the 34980A product web page (www.agilent.com/find/34980A). Scroll down to the “In the Library” section and click on “Software and Firmware Downloads”.

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input type="checkbox"/> ON SPECIFIED FAILURE <input checked="" type="checkbox"/> AGREEABLE TIME	STANDARDS:	LABOR: 0.2 Hours
LOCATION CATEGORY:	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	USED PARTS:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT
AUTHOR: TMC	PRODUCT LINE: 3A	AGILENT RESPONSIBLE UNTIL: July 31, 2006	
ADDITIONAL INFORMATION:			

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July 11, 2005

Situation:

There may be a false error indicating a high temperature in the 34938A 5 amp switch module on power up of the 34980A. Resetting the mainframe will clear this error. The 34980A/34938A will now operate normally. The error can reoccur whenever the power is cycled due to a variable being set to a random value at power up.

Solution/Action:

Update mainframe firmware to version 2.05 or later. This will automatically update any installed 34938A module to version 2.01 or later. This firmware and the firmware installation tool can be downloaded from the product web page at www.agilent.com/find/34980A. Scroll down to the “In the Library” section and click on “Software and Firmware Downloads”.

If the mainframe already has 2.05 or later firmware and there is an error indicating an incompatible firmware version is in the 34938A module, the module firmware can be updated to version 2.01 or later from the 34980A front panel. Press the “Utility” button. Rotate the knob until “FIRMWARE” is displayed. Press the “ENTER” key, rotate the knob to highlight “UPDATE” and then press the “ENTER” key again to start the module update operation.