

34952A-01

Modification Recommended Service Note

Supersedes:
NONE

34952A Multifunction Module with 32-bit DIO, 2-ch D/A and Totalizer

Serial Numbers: MY56480060 – MY56480409

The Problem – Configured digital input channels are unable to read values correctly from digital output channels

Parts Required:

P/N	Description	Qty.
34952-60001	Multifunction Module with 32-bit DIO, 2-ch D/A and Totalizer	1

ADMINISTRATIVE INFORMATION

ACTION	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS			
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	0.5 Hours		
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE:	<input type="checkbox"/> RETURN	USED	<input type="checkbox"/> RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input checked="" type="checkbox"/> SCRAP	PARTS:	<input checked="" type="checkbox"/> SCRAP
	<input checked="" type="checkbox"/> SERVICE CENTER		<input type="checkbox"/> SEE TEXT		<input type="checkbox"/> SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS				
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	14 August 2020		
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	PLGM		
	<input checked="" type="checkbox"/> Calibration NOT Required	AUTHOR:	SL		

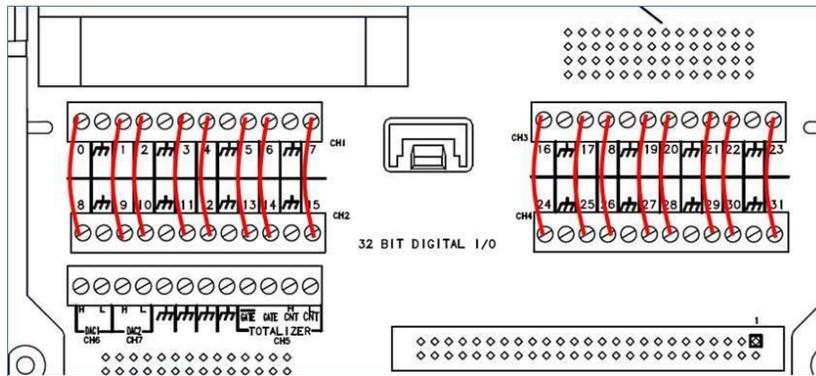
ADDITIONAL INFORMATION:

Situation:

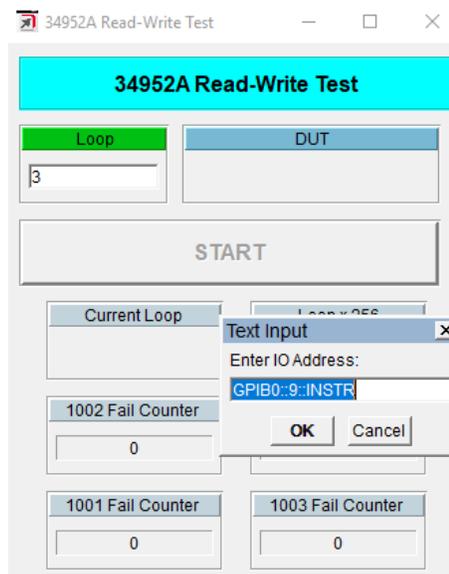
Instruments within the serial number range may be unable to perform digital input read correctly from digital output channels. Affected units will intermittently fail to read back the same byte value sent on an adjacent byte. This is due to the change of a new processor for the PCA board.

Solution/Action:

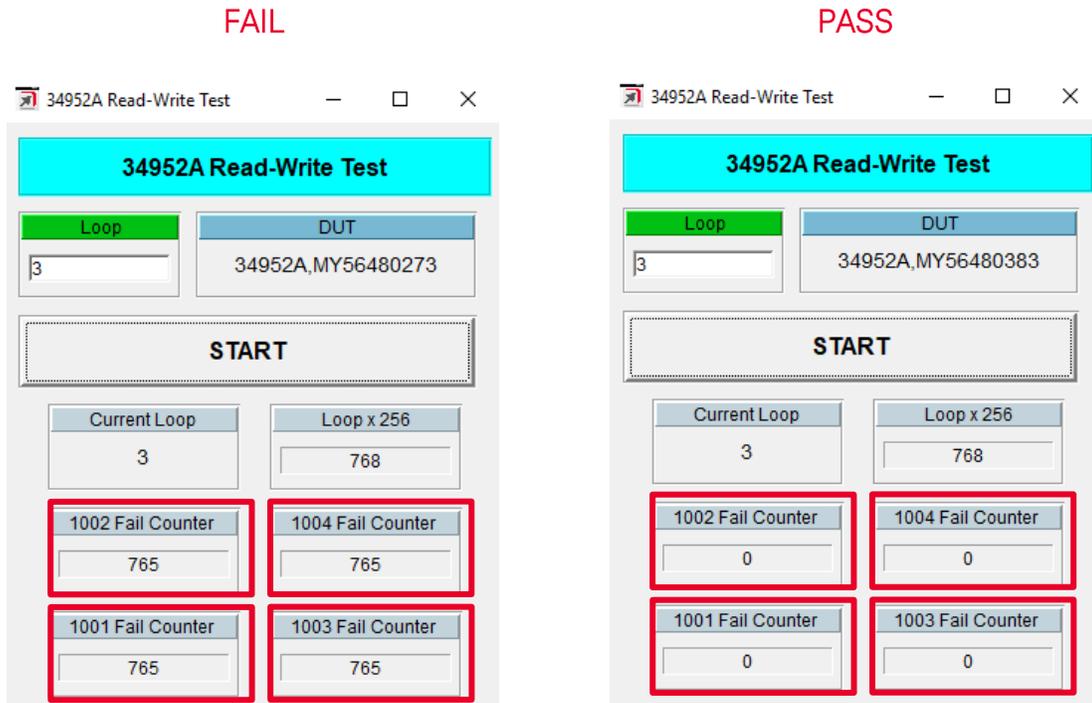
1. Verify that your unit(s) corresponds to the above model and serial number.
2. Using the 34952A module together with the 34952T terminal block, connect the test fixture on the terminal block as shown in figure below.



3. Download the zip folder from the link: <http://www.keysight.com/main/redirection.jsp?action=ref&strnid=00&cname=EDITORIAL&ckey=2301607&cc=US&lc=eng&NEWCCLC=USeng>.
4. Launch the runtime test program “34952A Read-Write Test.vxe”.
5. A pop-up will appear to prompt for input of your unit’s IO address (LAN/ USB/ GPIB-USB). The default address is GPIB0::9::INSTR. Copy the VISA address of your connection from Keysight Connection Expert and paste into the column, specify the number of loops you want the program to run, then click Start.



6. Once the program starts running, the module's model number and serial number will appear in the DUT column.
7. If your unit is affected, the test results of 1001/1002/1003/1004 Fail Counter will be non-zero, as shown in the figure (left) below. Otherwise, the test results will be all zero, as shown in the figure (right) below.



8. For users encountering failed counters, please contact the nearest Keysight Technologies' Customer contact at www.keysight.com/find/contactus, to have your unit exchanged.

Revision History:

Date	Service Note Revision	Author	Reason for Change
14 Aug 2019	01	SL	As Published