

S E R V I C E N O T E

SUPERSEDES: NONE

34970A Data Acquisition/Switch unit

Serial Numbers: US37000100-U37003111

Numeric errors associated with the scaling function.

To Be Performed By: Agilent-Qualified Personnel or Customer

Parts Required:

P/N	Description	Quantity
34970-88821	Rev. 3 ROM (U401)	1

Situation:

Numeric errors will occur for some ranges of input when the scaling function (Mx+B) is utilized.

Continued

DATE: December 1997

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:					
MODIFICATION RECOMMENDED					
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS:	LABOR 1.0 Hours		
LOCATION CATEGORY:	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY:	<input type="checkbox"/> RETURN <input checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED PARTS:	<input type="checkbox"/> RETURN <input checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE		AGILENT RESPONSIBLE UNTIL: December 2002		
AUTHOR: CK	ENTITY: 0840		ADDITIONAL INFORMATION:		

Example: where $M=1$ & $b=1$

Reading errors occur for the range of inputs (values of x in the scaling function $Mx+B$) between 0.0001 & .9999.

Solution / Action:

This problem is limited to 34970A units with the following revision code:

02-XX-XX or 01-XX-XX

1. Determine if unit has the REV 02-XX-XX or 01-XX-XX code. This information can be obtained by pressing the following key sequence on the front panel:
 - Shift
 - Advanced (To get to the utility menu)
 - Cycle through the utility menu until the revision code appears on the display
2. If the unit has the 02-XX-XX or 01-XX-XX revision code replace firmware, ROM (U401), with new version (34970-88821). To verify correct installation of the new ROM, perform the complete self test. Hold down the shift key until you hear a long beep while turning on the unit, this key sequence will initiate the self test.

The installation of the new ROM does not require the unit to be re-calibrated.