

S E R V I C E N O T E

SUPERSEDES: NONE

**34970A Data Acquisition/Switch Unit**

Serial Numbers: 0000A00000 / US37006835

**34970A's Real-Time System Clock Increments/Decrements by an Unwanted One-Hour Step**

To Be Performed By: Agilent-Qualified Personnel or Customer

**Parts Required:**

Reference	P/N	Description	Quantity
U401	34970-88851	Rev 6 ROM	1

**Situation:**

The instrument's real-time system clock changes by one hour due to a defect in 34970A firm-ware (rev's 01-XX-XX to 05-XX-XX). This firmware defect improperly enables an unused feature (daylight-saving-time). The resulting clock shifts do not match those needed to convert correctly between standard-time and daylight-saving-time.

*Continued*

DATE: August 1998

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:					
<b>MODIFICATION RECOMMENDED</b>					
ACTION CATEGORY:	<input checked="" type="checkbox"/> IMMEDIATELY <input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input checked="" 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: August 2000		
AUTHOR: DAA	ENTITY: 0940	ADDITIONAL INFORMATION: None			

**Solution / Action:**

1.) Determine the firmware revision the customer has. 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.) This problem is limited to 34970A units with the following revision code:

- 05-XX-XX
- 04-XX-XX
- 03-XX-XX
- 02-XX-XX
- 01-XX-XX

If the unit has any of the above revision's replace the firmware, ROM (U401), with new version (34970-88851). To verify correct installation of the new ROM, perform the complete self test, verify the time/date, and check the firmware version.

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.

Time/Date: From front panel press:

- Shift
- Advanced (To get to the utility menu), Time is displayed
- Advanced, Date is displayed

Firmware Version: Instructions to display firmware version in 1.) Make sure firmware displayed is 06-XX-XX.

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