

MODIFICATION RECOMMENDED –
CORRECTS MANUFACTURING OR DESIGN DEFECTS

34970A-10

S E R V I C E N O T E

Supersedes:
NONE

34970A Data Acquisition / Switch Unit

Serial Numbers: US00000000 / US99999999, MY00000000/MY41001554

34970A Powered by 50Hz Line Frequency Incorrectly Measures Resistance

To Be Performed By: Agilent-Qualified Personnel or Customer

Parts Required:

P/N	Description	Qty.
34970-88806	U401, Rev 12 ROM	1

Situation:

The instrument will make incorrect resistance measurements on the 10 M Ω and 100 M Ω ranges. This only occurs when the instrument is powered by a 50Hz line frequency and the instrument is set to 100 NPLC.

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: 0.5 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: June 2006	
AUTHOR: DAA PRODUCT LINE: 9E			
ADDITIONAL INFORMATION:			

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Solution/Action:

1.) Determine the firmware revision the customer has. This information can be obtained by pressing the following key sequence on the 34970A 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 revision code 01-xx-xx through 11-xx-xx.

If the unit has any of the above revisions, replace the firmware, ROM (U401), with the new version (34970-88806). To verify correct installation of the new ROM, perform the complete self-test, verify the time/date, and check the firmware version.

Perform Self-Test: Hold down the shift key until you hear a long beep while powering on the unit.

Note: This key sequence will initiate the self test.

Check Time/Date: From front panel press:

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

Check Firmware Version: Instructions to display firmware version in 1.)

Confirm firmware displayed is: 12-XX-XX.

The installation of the new ROM does not require the 34970A to be re-calibrated.