

DAQ970A-02

# Information Only Service Note

Supersedes:  
NONE

## DAQ970A Data Acquisition System

Serial Numbers: MY58001852 to MY58002327

**The Problem** – Error -310 With Firmware Version 2.01

**Parts Required:**

NONE

---

### ADMINISTRATIVE INFORMATION

Calibration Required  
 Calibration NOT Required

PRODUCT LINE: PLGM  
AUTHOR: SL

---

ADDITIONAL INFORMATION:

---

**Situation:**

Unit with serial number listed above may get an Error -310 (error description below) when the instrument with firmware version 2.01 has been previously turned off for more than 10 minutes. The error does not affect or degrade the performance of the instrument and may not happen to all the instruments.

Error description: -310 System error; PowerProc reported error 0x4008: power processor error, monitored isolated power voltage above maximum.

**Solution/Action:**

If your instrument is experiencing the above issue, please update the instrument with the latest firmware version 2.02 from the link below:

<https://www.keysight.com/main/software.jsp?ckey=3097499&lc=eng&cc=MY&nid=-33257.1254198&id=3097499>.

**Revision History:**

Date	Service Note Revision	Author	Reason for Change
15 May 2020	01	SL	As Published