

Problem:

Insight Graphics Systems

Cycle Log updates, but the Date and Time are not changing. Date and Time are fixed on whenever the unit was last powered up.

Cycle No.	Config No.	Date	Time	Cycle Result
44	1	02/14/03	14:31:00	PASS
43	1	02/14/03	14:31:00	PASS
42	1	02/14/03	14:31:00	PASS
41	1	02/14/03	14:31:00	PASS
40	1	02/14/03	14:31:00	PASS
39	1	02/14/03	14:31:00	PASS
38	1	02/14/03	14:31:00	PASS
37	1	02/14/03	14:31:00	PASS
36	1	02/14/03	14:31:00	PASS
35	1	02/14/03	14:31:00	PASS
34	1	02/14/03	14:31:00	PASS

Insight-6 and Intellect Systems

Date is set to 0-/0-/65 and Time is set to 16:16:16 and will not change.



Root Cause:

The “real time clock” (RTC) chip in the SCM was rendered obsolete by the manufacturer and a replacement was used that does not function properly with the SCM software.

Occurrences:

New chips were phased in over time, but there is a high likelihood that SCMs with serial numbers higher than 11671 (Low Power) and 204481 (High Power) will have this problem.

Solution:

Engineering has released software version T5.5, which will work with both new and old RTC chips. This version is available through Application Services (866) 284-5509, or SCM's can be sent to the AIC in Rochester Hills on an RGA and upgraded under warranty.