

34405A-05

S E R V I C E N O T E

Supersedes:
NONE

34405A Digital Multimeter, 5.5 digit

Serial Numbers: MY52100001/MY52130050

Firmware upgrade to resolve intermittent turn on failure

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
MODIFICATION AVAILABLE		
ACTION CATEGORY::	AGREEABLE TIME	<input type="checkbox"/> PERFORMANCE ENHANCEMENT <input checked="" type="checkbox"/> SERVICE / RELIABILITY ENHANCEMENT
LOCATION CATEGORY:	X CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input type="checkbox"/> SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNERS	AVAILABILITY: Always
AUTHOR: SJ		PRODUCT LINE: WC
ADDITIONAL INFORMATION: Firmware upgrades to 1.46-3.11 and above to be done by customers.		

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Situation:

With the 1.44-3.11 version of firmware, 34405A might have intermittent turn on failure. User might experience difficulty turn on the 34405A unit after power off. Firmware version 1.46-3.11 or later will prevent this from happening.

Solution/Action:

Download the latest firmware utility from Agilent website and perform the firmware upgrade to revision 1.46-3.11 or above. [34405A Firmware Update revision.](#)

Caution during Firmware upgrading:

- Ensure there is sufficient power supply and no power interruption to the Multimeter and the PC during the firmware loading process.
- Do not try to connect other instruments to the PC's USB port as this might interrupt the firmware loading process.