

S E R V I C E N O T E

SUPERSEDES: None

34420A - Nano Volt/Micro Ohm Meter

Serial Numbers: US36000000 - US36001171

Infrequent GPIB Hang-ups

To Be Performed By: Agilent-Qualified Personnel

Situation:

Products with firmware revision 3.0-XX-XX or less may respond as described below.

Under the following combination of conditions the 34420A may not respond to an external trigger and will not respond to GPIB commands:

- "TRIGSOURce" is set to "EXTernal"
- 34420A is set to DCV function
- input overloaded (with an input voltage that is 2X full scale)

Solution / Action:

Upgrading firmware or applying the following workarounds eliminates this problem.

Continued

DATE: January 1999

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
MODIFICATION AVAILABLE		
ACTION CATEGORY:	AGREEABLE TIME	<input checked="" type="checkbox"/> PERFORMANCE ENHANCEMENT <input type="checkbox"/> SERVICE/RELIABILITY ENHANCEMENT
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER	AVAILABLE UNTIL: January 2000
AUTHOR: REM	ENTITY: 0940	ADDITIONAL INFORMATION:

Upgrade:

This upgrade requires returning the 34420A to the factory. Processing time for this upgrade will be less one week plus shipping time. The unit should be shipped to the address listed below with the instruction requesting this update (reference this service note). Include a "Ship to" address for returning the modified unit.

Instrument Repair Coordinator
MS DU402
Agilent Technologies
Loveland Site
815 14th Street S.W.
Loveland, CO 80537
USA

Workaround:

- 1) In computer controlled applications, turning the display off (use command "DISPlay OFF") will eliminate the problem.
- 2) Design your applications such that input overloads are less than 2X full scale of the selected DCV range.

Firmware Code version:

Code version may be determined by using the following front panel key sequences:
(Turn unit off and then on.)

Key Stroke	Display
Shift(Blue key), "<"	A:MEAS MENU
"<"	G:CAL MENU
"<"	F:I/O MENU
"<"	E:SYS MEMU
"V"	1:RDGS STORE
"<"	11:REVISION
"V"	REV ??-XX-XX