

34405A-06

S E R V I C E N O T E

Supersedes:
NONE

34405A Digital Multimeter, 5.5 digit

Serial Numbers: MY51310001/MY52520999

Firmware to resolve Error 635 during power cycle

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS	LABOR: 0.1 Hours
LOCATION CATEGORY:	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input type="checkbox"/> SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNER	SERVICE INVENTORY: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP X SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP X SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: 1 st Feb 2014	
<input type="checkbox"/> Calibration Required <input checked="" type="checkbox"/> Calibration NOT Required	PRODUCT LINE: WC AUTHOR: SJ		
ADDITIONAL INFORMATION: Customer installable firmware. The firmware update process should not exceed 5 minutes.			

© AGILENT TECHNOLOGIES, INC. 2013
PRINTED IN U.S.A.

January 15, 2013

Rev. 20



Situation:

34405A will display error 635 (interface board failure) during power cycle after the unit has been warmed up for more than 1 hour. This error 635 is recoverable by power cycling the 34405A after the unit has been turned off for 1 minute. The unit will then be able to operate normally again. This error does not affect measurement accuracy nor safety.

Solution/Action:

Download the latest firmware utility from Agilent website and perform the firmware upgrade to revision 1.47-3.13 or above.

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.