

S E R V I C E N O T E

SUPERSEDES: None

34420A Nano Volt/Micor Ohm Meter

Serial Numbers: US00000000 / US34000754

RS-232 communication error transmitted by the 34420A

Duplicate Service Notes:

- 33120A-02
- 34401A-07
- 34420A-01

Situation:

The 34420A may transmit invalid characters over the RS-232 communication link. This problem is limited to 34420A units with the following revision code:

- XX-03-XX
- XX-04-XX

If parity is turned “off” all transmissions are correct. With parity set to “ODD” or “EVEN”; characters in the decimal range of 121 through 127 will not transmit correctly. This range includes “y”, “z” and some miscellaneous characters that are not normally transmitted. This problem does not effect any numeric responses but can be observed in responses from certain query commands, such as SYSTem:ERRor?, DISPlay:TEXT?, and CALibration:STRing?.

This problem does not occur when using the GPIB communication link.

Continued

DATE: June 1996

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS:	Labor Hour
LOCATION CATEGORY:	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	USED PARTS:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AUTHOR: REM	ENTITY: 0940	AGILENT RESPONSIBLE UNTIL: June 1998	
		ADDITIONAL INFORMATION:	

Solution/Action:

(Applies only to units utilizing the RS-232 communication link.)

1. Determine if units has the REV code XX-03-XX or XX-04-XX. This information can be obtained from using the following front panel command: (Turn unit off and then on.)

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

2. If the unit has the XX-03-xx or XX-04-XX revision code then operate the unit with parity turned "off" or return the unit to factory for an upgrade.