S E R V I C E   N O T E

SUPERSEDES: None

44704A 16-bit High Speed Voltmeter

3852A Data Acquisition System

Serial Numbers: 0000A00000 / 3108A00312

Firmware upgrade to prevent the receiving of error messages in response to some query commands.

Situation:
Under certain circumstances the 44704A does not respond properly to query commands, and instead returns errors. The problem is due to an interrupt service routine that may overwrite a register and not properly restore it. This service routine is called if SCDELAY or SPER values are greater than 16 mS, and a transfer of small blocks of data is attempted.

Example error messages that have been received include: ERROR 27 "XRDGS: SELF TEST FAILED" ERROR 35 "XRDGS: DIFFERENT PACK TYPES" ERROR 65 "XRDGS: NO RESPONSE, ACCESSORY REMOVED"

All error messages related to this problem reference the XRDGS command as the "cause" of the error.

Continued

DATE: 11 September 1992

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

MODIFICATION RECOMMENDED

ACTION CATEGORY:	☐ IMMEDIATELY ■ ON SPECIFIED FAILURE ☐ AGREEABLE TIME	STANDARDS: Labor 1.4 Hours			
LOCATION CATEGORY:	☐ CUSTOMER INSTALLABLE ☐ ON-SITE ■ SERVICE CENTER	SERVICE INVENTORY:	■ RETURN ☐ SCRAP ☐ SEE TEXT	USED PARTS:	☐ RETURN ■ SCRAP ☐ SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	AGILENT RESPONSIBLE UNTIL: 01 October 1994			
AUTHOR: GWP	ENTITY: 0900	ADDITIONAL INFORMATION: Internal reference, P.C.O. 09-28820			

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Solution/Action:
The firmware has been upgraded to correct this problem. Disassemble the 44704A module and replace U101 P/N 44704-88812 with 44704-88822 on the 44704-66501 printed circuit board. After replacing the firmware, run the performance tests on the 44704A to insure the product is still within specifications. If out of spec, recalibrate the instrument. (When testing or calibrating the instrument, make sure that you use the procedures in the newest service manual for the 44704A, currently 44704-90011, Edition 2, printed March 1991.) The 44704-88812 ROM should be scrapped after replacement.

All service inventory of 44704-66201 and 44704-69201 modules need to be reworked.

The new serial number prefix for 44704As with upgraded firmware is 3234Axxxxx.