S E R V I C E   N O T E

SUPERSEDES: None

34401A Multimeter

Serial Numbers: 3416A06790 / 3416A67494

RS-232 communication error transmitted by the 34401A

Duplicate Service Notes:
33120A-02
34401A-07
34420A-01

Situation:
The 34401A may transmit invalid characters over the RS-232 communication link. This problem is limited to 34401A 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: May 1996

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

MODIFICATION RECOMMENDED

ACTION CATEGORY:	☐ IMMEDIATELY ■ ON SPECIFIED FAILURE ☐ AGREEABLE TIME	STANDARDS: Labor 1.0 Hour			
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: May 1998			
AUTHOR: REM	ENTITY: 0940	ADDITIONAL INFORMATION:			

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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 key strokes:

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