

S E R V I C E N O T E

SUPERSEDES: NONE

34401A Digital Multimeter

Serial Numbers:3416A06790/3416A67494

Communication on the GPIB stops or an error flag is set under some operating conditions**Situation:**

In the "8840" language mode, all GPIB bus communications may stop in some applications when controlled by a National Instruments GPIB card (usually with LabView Software). If the character "EOI" is sent as the last character, and no Carriage Return or Line Feed follows, the next command sent to the 34401A would cause the multimeter to stop communicating on the GPIB bus. If no "EOI" character is sent to the multimeter then all communication remains valid.

In the "3478" mode, you may have problem when a "EOI" character is sent. The multimeter will perform the instruction correctly, but the "ERROR" flag is set on the front panel and the unit produces a beep.

These problems are limited to 34401A units with a revision code of between XX-02-XX, XX-03-XX and XX-04-XX.

Continued

DATE: September 1997

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 1.0 Hours		
LOCATION CATEGORY:	<input 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 checked="" type="checkbox"/> SEE TEXT	USED PARTS:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE		AGILENT RESPONSIBLE UNTIL: Product's support life		
AUTHOR: REM	ENTITY: 0940	ADDITIONAL INFORMATION:			

Solution/Action:

(Applies only to units that are connected to or uses the National Instruments GPIB card)

1. Determine if unit has the REV XX-02-XX or XX-03-XX or XX-04-XX code. This information can be obtained by executing the following front panel key strokes:

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

2. If the unit has the XX-02-XX or XX-03-XX or XX-04-XX revision code then do not utilize "EOI" characters in your application. Second option, if you can not remove the "EOI" characters from your application, return the unit to factory for a firmware upgrade.