

34450A-03

S E R V I C E N O T E

Supersedes:
NONE

34450A 5 ½ Digit Multimeter

Serial Numbers: MY52420001/MY53140001

Intermittent freeze occurring on screen resolve by firmware reinstallation.

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:	
MODIFICATION AVAILABLE	
ACTION CATEGORY:: AGREEABLE TIME	<input type="checkbox"/> PERFORMANCE ENHANCEMENT <input checked="" type="checkbox"/> SERVICE / RELIABILITY ENHANCEMENT
LOCATION X CUSTOMER INSTALLABLE CATEGORY: <input type="checkbox"/> ON-SITE (active On-site contract required) <input type="checkbox"/> SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNERS	AVAILABILITY: Always
<input type="checkbox"/> Calibration Required <input checked="" type="checkbox"/> Calibration NOT Required	PRODUCT LINE: WC AUTHOR: SJ
ADDITIONAL INFORMATION:	

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

July 5, 2013
Rev. 21



Situation:

34450A customers within the serial number range above might experience intermittent freeze occurring on screen during operation. The 34450A may not be responsive to any command during this time. This can be recovered through power cycling.

Firmware version 00.60-00.66 or later has been enhanced to prevent the above behavior from happening.

Solution/Action:

Reinstall the latest 34450A firmware to revision 00.60-00.66 or above through the steps below:

1. Download the latest firmware utility from Agilent website:
[34450A firmware update revision webpage.](#)
2. Perform firmware installation by following the instructions from the 34450A firmware update webpage.
3. Verify the firmware has been successfully installed by accessing to the page 2 of the 34450A utility menu, and examine the “FW VERSION” from the display; it shall be displayed as “00.60-00.66” or above.

Revision History:

Revision Number	Date	Author	Reason For Change
1.0	7/5/13	SJ	As published