S E R V I C E   N O T E

SUPERSEDES: None

6834A AC Power Source / Analyzer

Serial Numbers: 0000A00000 / 9999A99999

Instrument Power On Failure when in RS-232 Interface Mode

To Be Performed By: Agilent-Qualified Personnel

Parts Required:
5080-2390 Rev. A.00.03 ROM
5080-2391 Rev. A.00.03 ROM

Situation:
There is a defect in firmware revisions A.00.02 and earlier with the unit in RS-232 interface programming mode. If the AC input mains are cycled the instrument will fail its power-on self test and hang in a non-functional state with the ROM version continuously displayed on the front panel display.

Continued

DATE: August 1994

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

MODIFICATION RECOMMENDED

ACTION CATEGORY:	☐ IMMEDIATELY ■ ON SPECIFIED FAILURE ☐ AGREEABLE TIME	STANDARDS: Labor 2.0 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: August 1996			
AUTHOR: BH	ENTITY: 2100	ADDITIONAL INFORMATION:			

Agilent Technologies

Solution/Action:
There are 2 solutions/actions to perform, one for immediate use while ROMs are requested and two the actual ROM replacement.

To regain immediate control of the instrument do the following:

a. Disconnect AC mains power and remove top cover.

b. Unplug cable from J112 on GPIB/RS-232 interface assembly.

c. Connect AC mains power and turn on instrument.

d. After instrument performs self test and metering is displayed, change instrument back to GPIB interface programming mode.

e. Turn instrument off and disconnect AC mains.

f. Reconnect cable to J112 on GPIB/RS-232 interface assembly.

h. Install top cover.

j. Always change instrument to GPIB interface mode before turning off AC.

Replace ROM U734 part number 5080-2390 and ROM U735 part number 5080-2391 with revision A.00.03 or higher. To replace the ROMs without destroying calibration data, perform the following:

a. Disconnect AC mains power and remove top cover.

CAUTION
Static sensitive components

b. Remove old ROMs and insert new ROMs.

c. Replace top cover and reconnect AC mains power.

d. Turn instrument on.

e. Turn calibration mode on: press SHIFT (blue key) then 7 key, when CAL ON 0.0 is displayed press ENTER.

f. Press 0 and 9 keys simultaneously, then use command scroll keys to scroll till ROMUPD 68634A. Press ENTER.

g. Use command parameter keys to scroll to correct model number. When display shows ROMUPD 6834A. Press ENTER.

If the commands are successful the unit and front panel display will go through the normal power-on sequence. If OUT OF RANGE error is displayed, the unit will have to be re-initialized with the EEINIT command and re-calibrated. This can occur if non-volatile memory has become corrupted.

CAUTION:
Be careful not to execute the EEINIT MODEL# command
when ROMUPD was intended in steps f and g or the unit will
have to be re-calibrated.