

3458A-04A

S E R V I C E N O T E

Supersedes:
3458A-04

3458A Multimeter

Serial Numbers: All

Apparent failure at turn-on or when given a “RESET” command

Parts Required:

P/N	Description	Qty.
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NONE

Situation:

The 3458A utilizes the subroutine “SUB 0” as an autostart routine. This sub-program is automatically executed by the 3458A during its’ “power-on sequence” or when a front panel “RESET” command is executed. All subroutines are stored in non-volatile memory and remain in memory when power is removed from the 3458A. Subroutines are covered in more detail in the 3458A User’s Guide (Chapter 3; section titled “Using Subprogram Memory”).

If a user stores a subroutine as “SUB 0” the meter will power-up according to the commands in this routine. This can lead to unexpected turn-on configurations. This unexpected turn-on configuration will occur each time power is cycled or when a front panel “RESET” command is given. This situation is often misinterpreted as a 3458A failure.

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

INFORMATION ONLY

AUTHOR: DLL PRODUCT LINE: 09E

ADDITIONAL INFORMATION:

Solution/Action:

Any stored autostart subroutine can be “erased” using one of the following commands from the 3458A front panel or from a controller connected to the 3458A:

“DELSUB 0” ---- (This command will only erase the autostart subroutine)

“SCRATCH” ---- (This command will erase all user stores subroutines and any stored states)

Note: Following the execution of either of the above commands; the instrument will utilize the “default” states when power is cycled or a front panel “RESET” command is issued.