

INFORMATION ONLY – DOES NOT COMMUNICATE  
A MODIFICATION OR SAFETY CONDITION

**3499C-06**

**S E R V I C E N O T E**

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Supersedes:  
NONE

3499A/B/C

Serial Numbers: [0000A00000 / 9999Z99999]  
Firmware revision: 4.02.00

**3499A/B/C hangs with CLOS:STAT? or OPEN ALL**

**Parts Required:**

P/N	Description	Qty.
NONE		

**ADMINISTRATIVE INFORMATION**

SERVICE NOTE CLASSIFICATION: <b>INFORMATION ONLY</b>
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ADDITIONAL INFORMATION:

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**Situation:**

When sending a sequence of commands containing OPEN ALL and CLOS::STAT the instrument may hang.

This is a bug in revision 4.0 of the 3499 firmware.

**Resolution Workaround**

1. Use the command SYST:CPON ALL instead of OPEN ALL
2. Use the command CLOS? Instead of CLOS:STAT?

These two program snippets demonstrate the problem, and show the workaround.

**Program 1:**

```
CLOS (@100)
```

```
CLOS:STAT? - system hang
```

**Work around solution:**

```
CLOS (@100)
```

```
CLOS? (@100)
```

**Program 2:**

```
CLOS (@100)
```

```
OPEN ALL - system hang
```

**Work around solution:**

```
CLOS (@100)
```

```
SYST: CPON ALL
```

Check this Service Note for future updates.