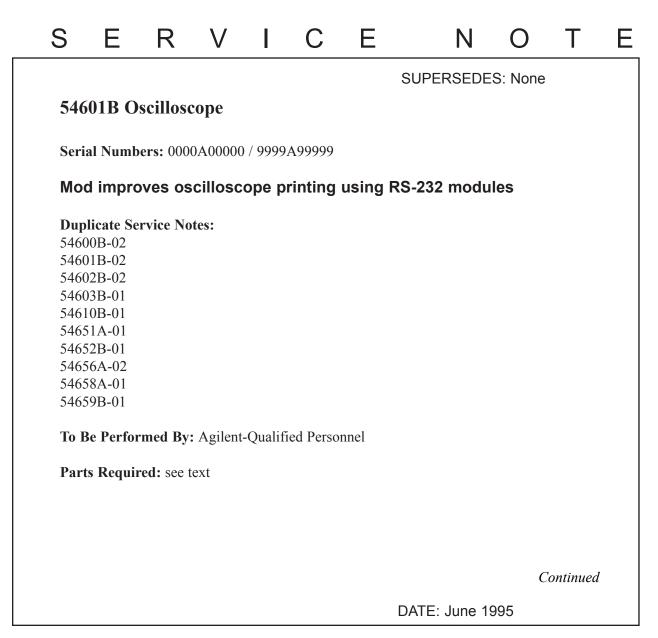
54601B-02



ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	 IMMEDIATELY ON SPECIFIED FAILURE AGREEABLE TIME 	STANDARDS: Labor 1.0 Hour	
LOCATION CATEGORY:	CUSTOMER INSTALLABLE	SERVICE □ RETURN USED □ RETURN INVENTORY: ■ SCRAP PARTS: ■ SCRAP □ SEE TEXT □ SEE TEXT	
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	AGILENT RESPONSIBLE UNTIL: June 1997	
AUTHOR: CLD	ENTITY: 0840	ADDITIONAL INFORMATION:	

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Situation:

Instruments which have system ROM version 1.0 or 1.1 may experience problems while printing using the RS-232 interface modules (54651A, 54652B, 54656A, 54658A, 54659B). These problems may include but are not limited to:

- Printing ratio errors
- No form feed
- No response from printer
- Partial printout
- RS-232 defaults loaded during every power-up

Printing problems may be caused by:

- Cabling problems
- Wrong RS-232 settings
- Operating with unsupported printer
- Hardware failure in scope or interface ports (oscilloscope, module, or printer)
- Problem in 54600B/54601B/54602B/54603B/54610B operating system

Solution/Action:

Perform normal troubleshooting. Check to be certain that cable pin-out conforms to the specifications found in the user's guide which comes with the module. The RS-232 menu containing the settings can be found under the Print/Utility menu. These settings should match the printer setup. The 54600 series oscilloscopes are compatible with printers that are PCL (Printer Control Language) and with plotters that are GL (Graphics Language). (Note that GL2 will not work.) To check for hardware failure, visually check all pins and connectors for damage. Check to be certain that the oscilloscope recognizes the module and measure the output levels of the RS-232 pins. Problems in the operating system may show up as a problem in the firmware, or the oscilloscope may not recognize the module.

If source of problem is determined to be in the operating system, upgrade oscilloscope unit with most current firmware revision. Kits containing firmware upgrades are available

Parts Required:

P/N	System ROM upgrade kits for:	
54601-68704	54600B/54601B/54602B/54603B	
54610-68704	54610B	