

E5055A-01

# Information Only Service Note

Supersedes:  
NONE

## E5055A SSA-X Signal Source Analyzer, 1 MHz to 8 GHz

Serial Numbers: ALL

Manufacturing ID Number: N/A

How to handle optional licenses which customers purchased in return to factory (RTF) process

### Parts Required:

P/N	Description	Qty.
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NONE

### ADMINISTRATIVE INFORMATION

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Calibration Required  
 Calibration NOT Required

PRODUCT LINE: WN  
AUTHOR: YK

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ADDITIONAL INFORMATION:

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## Situation:

In a case of RTF, optional licenses which a customer purchased are not installed on a unit when the unit is returned from the factory to service centers. The reason is that the production team don't have permission to check the customer's licenses.

## Solution/Action:

Service centers need to install them after receiving the unit from the factory or ask customers to install them due to avoid confusing the customer.

Compare difference of licenses between Keysight License Manager (KLM) on the unit and Keysight Software Manager (KSM). If you find missing licenses, get the licenses from KSM and install them on the unit by KLM. See Figures 1 to 3 for your reference about KSM 7.4 operation. You can refer to Solid State Drive Kit's manual ([E5054-90101](#)) for how to install licenses by KLM.

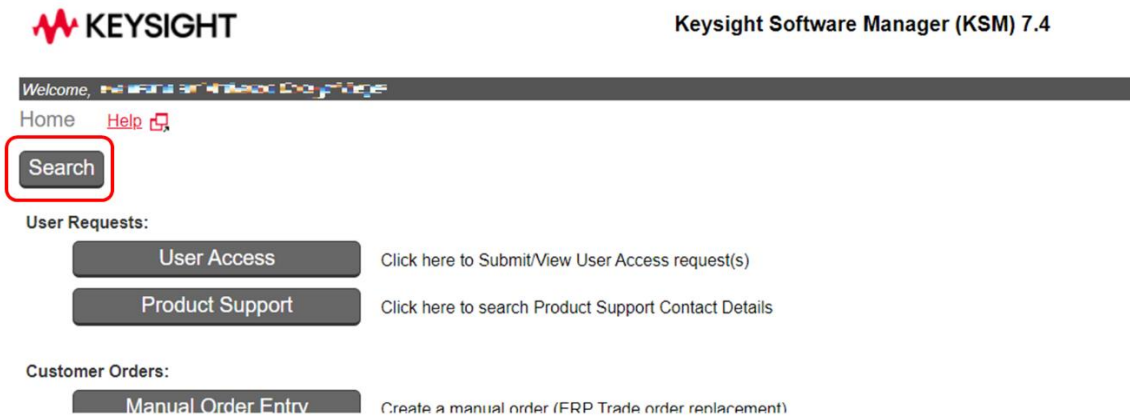


Fig. 1 Click Search on KSM

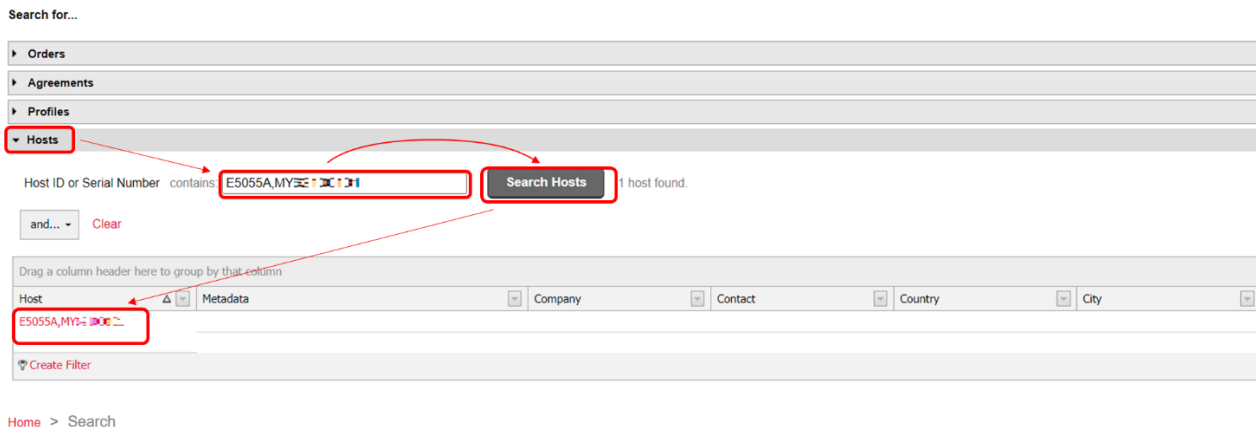


Fig. 2 Search hosts with S/N

Licenses (5)

Product	Description	Version	Quantity	Status	Issue Date	Expiration Date	License	Cloud ID	Order Number	Sent To	ID	History	Metadata
S963015B-1FP	R-ASB-001-A SSA-X Signal Source Analyzer advanced features for E5055A, node-locked perpetual license		1	Active	2/11/2023	None	License File					1 Event	
S96325B-1FP	R-ASB-001-A Pulsed-RF measurements for SSA-X Signal Source Analyzer, node-locked perpetual license		1	Active	2/11/2023	None	License File					1 Event	
S963905B-1FP	R-ASB-001-A Spectrum analysis for E5055A, node-locked perpetual license		1	Active	2/11/2023	None	License File					1 Event	
E5055A-200	Enhanced low phase noise		1	Active	2/11/2023	None	License File					1 Event	
S963105B-C36	R-ASJ-001-A Core software for E5055A, node-locked perpetual license		1	Active	2/11/2023	None	License File					1 Event	

Fig. 3 License file is available

Revision History:

Date	Service Note Revision	Author	Reason for Change
17 Feb 2023	01	YK	As Published