

N5744A-06

Modification Recommended Service Note

Supersedes:
NONE

N5744A – DC System Power Supply, 20V, 38A, 760W

Serial Numbers: US14G00001-US99999999 (shipments began ~ June/July 2014)

All “B” prefixed firmware versions prior to B.00.07 need to be updated to B.00.07 (8/5/2015), or later. This update addresses a recently discovered quality issue which is not related to the safety of the user or the product. Under certain specific/unique conditions, the product *may not* turn-on to Factory Default values as indicated in the User’s Guide.

A formal Keysight “Quality Issue Notification” has been mailed to all individual customers of record, whose instruments might contain early, “B” version firmware. The User’s Guide now includes an appropriate CAUTION statement for this unique corner condition.

“A” version firmware is NOT subject to this issue and CANNOT be updated to a “B” version.

ADMINISTRATIVE INFORMATION

ACTION		STANDARDS	
CATEGORY:	☐ ON SPECIFIED FAILURE		
	X AGREEABLE TIME	LABOR: 0.25 Hours	
LOCATION CATEGORY:	X CUSTOMER INSTALLABLE	SERVICE INVENTORY:	
	X ON-SITE (active On-site contract required)		☐ RETURN
	X SERVICE CENTER		☐ SCRAP
	X CHANNEL PARTNERS		☐ SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE		NO CHARGE AVAILABLE UNTIL: Oct 1,2016	
☐ Calibration Required		PRODUCT LINE: SP	
X Calibration NOT Required		AUTHOR: P.F.	

ADDITIONAL INFORMATION:

Parts Required:
NONE

The required B.00.07 version Firmware and Installation Utility are both available from the Web @ <http://www.keysight.com/find/n5700firmware>

Situation:

ONLY in the Safe-Start turn-on mode; after initial AC turn-on *and immediately* following boot-up completion, a short duration (~3.5 seconds) time-exposure window begins. Within this window, if the [OUT ON] Key is struck; the described quality issue *could* become realized.

IF the described conditions have been set in motion, in the order and timeframe described, the DC output voltage *could* assume a level other than zero for the remainder of the exposure window. This quality issue can only occur once, during a single AC turn-on user session.

IF the [OUT ON] Key is struck, any time after the close of the exposure window, product behavior will be as described in the User's Guide (i.e., factory default, "*RST" conditions, output voltage zero).

Solution/Action:

Visually, only instruments with scrolling "8's" during boot-up are potential candidates for this firmware update. "*IDN?" should be used to confirm the actual requirement for this update. Instruments that boot-up with "IEEE" will not demonstrate this quality issue.

Update firmware, as required, from Web site <http://www.keysight.com/find/n5700firmware>. This web site contains BOTH the necessary firmware and a utility which will determine the existing firmware version and provide/install the required update, as necessary.

A "CAUTION" note regarding this behavior has been added to the Keysight Series N5700 User's Guide (5969-2917), on the appropriate pages.

Revision History:

Date	Service Note Revision	Author	Reason for Change
09 Oct 2015	01	JOC/PF	As Published