

N5747A-08

Information Only Service Note

Supersedes:
NONE

N5747A DC System Power Supply

Serial Numbers: Refer to Table 1

The Problem – Units in the above serial number range may encounter missing serial number in WebUI and Keysight Connection Expert.

Parts Required:

NONE

ADMINISTRATIVE INFORMATION

Calibration Required
 Calibration NOT Required

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ADDITIONAL INFORMATION:

Situation:

Units in the above serial number range may encounter instrument unsecure store and result in missing serial number. The serial number will show “0” in WebUI and Keysight Connection Expert as shown in Figure 1 and Figure 2 respectively.

However, there is no impact on the functionality and specification of the instrument.

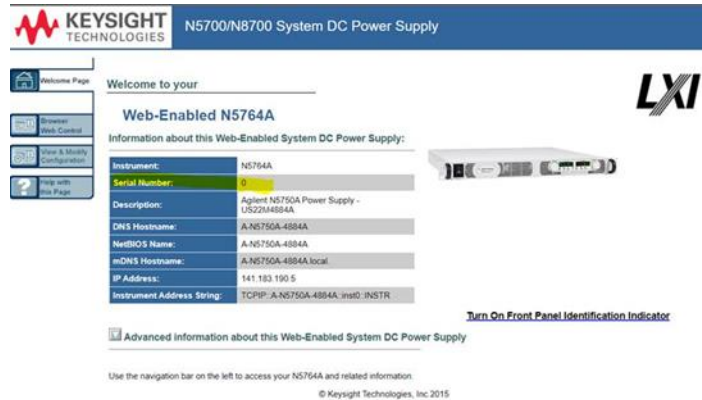


Figure 1: Serial number is “0” in WebUI

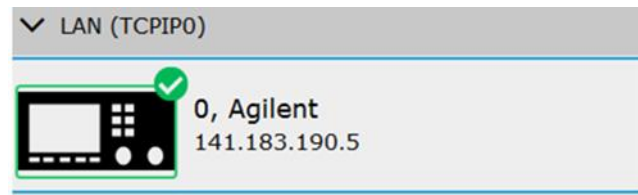


Figure 2: Serial number is “0” in Keysight Connection Expert

Solution/Action:

How to verify:

1. Turn on the instrument, connect it by using any of the interfaces.
2. Go to WebUI and Keysight Connection Expert to verify if the serial number is “0” as shown in Figure 1 and Figure 2 respectively.
3. Go to “Keysight Connection Expert” > “Interactive IO” > click “SYST:ERR?”.
4. If error 208 prompts out, it means this instrument was not “secure stored”.

How to fix:

1. Click on the link: [Secure Store Tool](#) to download the .exe file.
2. Run the “SecureStoreInitialization” fix tool.
3. Follow the instructions stated in the program.
4. The program will run for approx. 45 seconds.
5. Reboot your instrument after the process has completed.
6. Send “SYST:ERR?” to verify that “no errors” are reported.
7. Make sure WebUI and Keysight Connection Expert are showing the serial number.

Table 1: Affected Serial Number

US21E6076R	US23A1632R	US23B3024R	US23B3032R	US23B3140R	US23C5631R
US21F8414R	US23A1633R	US23B3025R	US23B3047R	US23B3141R	US23C5632R
US22M5639R	US23B2876R	US23B3026R	US23B3048R	US23C5466A	US23C5770R
US22M5897A	US23B2877R	US23B3027R	US23B3053R	US23C5481R	US23D6756R
US22M5898A	US23B2879R	US23B3028R	US23B3069R	US23C5482R	US23D6757R
US22M5899A	US23B2886R	US23B3029R	US23B3071R	US23C5537R	US23D6758A
US22M5902A	US23B3017R	US23B3030R	US23B3072R	US23C5575A	US23D6759A
US23A1631R	US23B3020R	US23B3031R	US23B3073R	US23C5625R	

Revision History:

Date	Service Note Revision	Author	Reason for Change
19 th May 2023	01	LIM ZHAN MING	As Published