Information Only Service Note

N5767A 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	PRODUCT LINE: SP
[X] Calibration NOT Required	AUTHOR: LIM ZHAN MING

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.

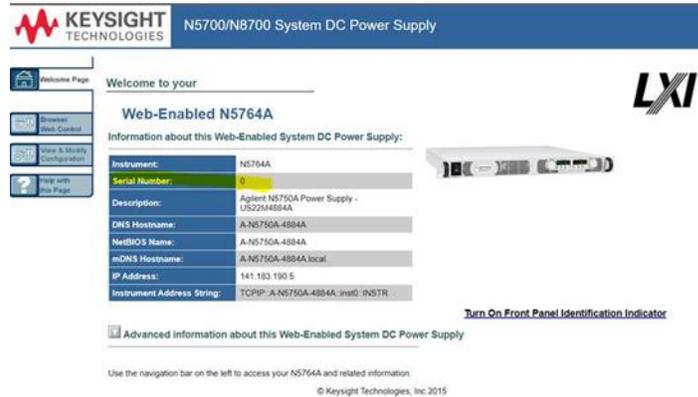However, there is no impact on the functionality and specification of the instrument.
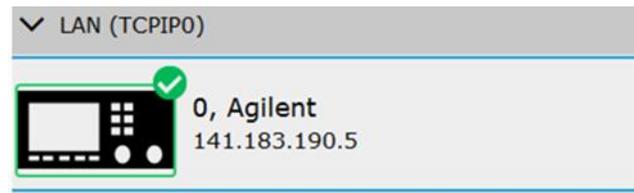

Figure 1: Serial number is "0" in WebUI

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

US21E6184R	US22N6723R	US23B2966R	US23B3014R	US23C5071R	US23C5611R	US23C5789A
US21F8618R	US22N6724R	US23B2967R	US23B3016R	US23C5076R	US23C5612R	US23C5799A
US22H8921R	US22N6729R	US23B2978R	US23B3046R	US23C5078R	US23C5613R	US23C5800A
US22K2779R	US22N6763A	US23B2979R	US23B3057R	US23C5455R	US23C5616A	US23D6592R
US22L4047R	US22N6780R	US23B2981R	US23B3061R	US23C5456R	US23C5617A	US23D6599R
US22L4048R	US23A1252R	US23B2989R	US23B3062R	US23C5457R	US23C5618R	US23D6611R
US22M5641R	US23A1253R	US23B2990R	US23B3091R	US23C5459R	US23C5619R	US23D6614R
US22M5643R	US23A1254R	US23B2994R	US23B3092R	US23C5477A	US23C5622A	US23D6617R
US22M5853R	US23A1618R	US23B2997R	US23B3093R	US23C5478A	US23C5623A	US23D6618R
US22M5857R	US23A1619R	US23B2999R	US23B3094R	US23C5479A	US23C5624R	US23D6620R
US22M5858R	US23A1620R	US23B3000R	US23B3095R	US23C5573R	US23C5633R	US23D6621R
US22M5860R	US23A1621R	US23B3001R	US23B3096R	US23C5574R	US23C5766R	US23D6629R
US22M5885R	US23A1622R	US23B3002R	US23B3102R	US23C5592R	US23C5767R	US23D6633R
US22M5893R	US23A1627R	US23B3003R	US23B3104R	US23C5595R	US23C5768R	US23D6640R
US22N6674R	US23A1628R	US23B3004R	US23B3714R	US23C5601R	US23C5769R	US23D6734R
US22N6697R	US23A1629R	US23B3007R	US23B3732R	US23C5602R	US23C5775R	US23D6746R
US22N6698R	US23A1630R	US23B3008R	US23B3734R	US23C5603R	US23C5776R	US23D6771R
US22N6699R	US23A1634R	US23B3009R	US23B3996R	US23C5604R	US23C5782A	US23D6905R
US22N6700R	US23B2888R	US23B3010R	US23C5059R	US23C5605R	US23C5783A	US23D6906R
US22N6701R	US23B2944R	US23B3011R	US23C5060R	US23C5607R	US23C5784A	
US22N6702R	US23B2945R	US23B3012R	US23C5063R	US23C5609R	US23C5785A	
US22N6713R	US23B2965R	US23B3013R	US23C5070R	US23C5610R	US23C5788A	

Revision History:

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