

N5768A-07

# Information Only Service Note

Supersedes:  
NONE

## N5768A 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

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#### ADMINISTRATIVE INFORMATION

Calibration Required  
 Calibration NOT Required

PRODUCT LINE: SP  
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ADDITIONAL INFORMATION:

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## 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.

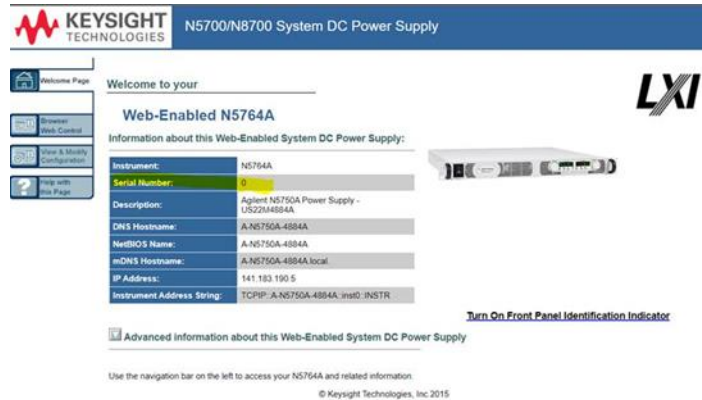


Figure 1: Serial number is “0” in WebUI

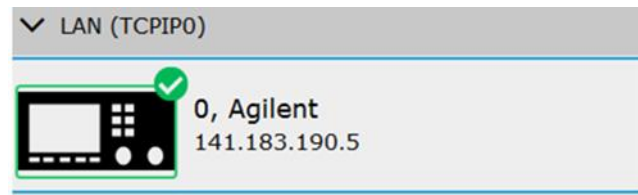


Figure 2: Serial number is “0” in Keysight Connection Expert

## 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

US21A1269P	US23B3229R	US23C4667R	US23C5247R
US22F8109R	US23B3240R	US23C4669R	US23C5248R
US22K1715R	US23B4064R	US23C5236R	US23D706602

**Revision History:**

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