

N5770A-08

# Information Only Service Note

Supersedes:  
NONE

## N5770A 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.

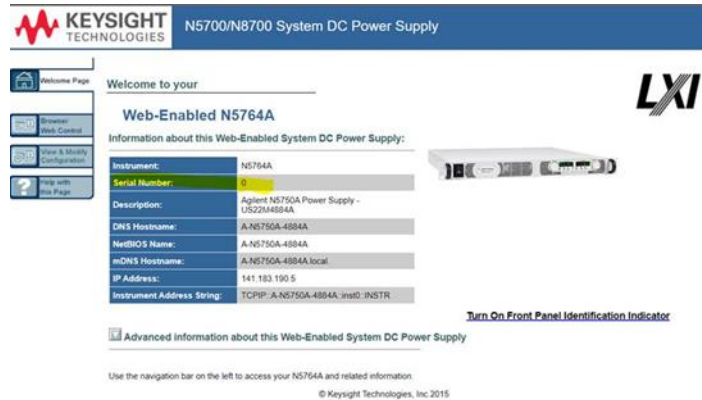


Figure 1: Serial number is “0” in WebUI

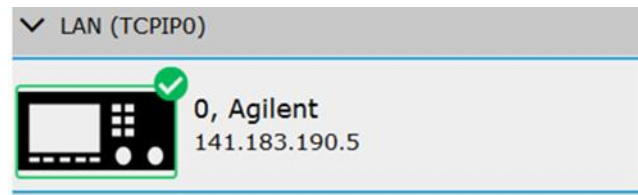


Figure 2: Serial number is “0” in Keysight Connection Expert

## 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

US21E5451R	US23A0894R	US23B3404A	US23C4383R
US21E6799R	US23A0899R	US23B3409A	US23C4384R
US21E7236R	US23B3255R	US23B3410A	US23C4385R
US22H8304R	US23B3256R	US23B3414R	US23C4718R
US22H8305R	US23B3257R	US23B4066R	US23C4719R
US22H8680R	US23B3258R	US23B4067R	US23C4720R
US22K2058R	US23B3259R	US23B4068R	US23C4721R
US22K2059R	US23B3396R	US23B4069R	US23C4722R
US22L3666R	US23B3397R	US23B4070R	US23C4723R
US22L3667R	US23B3398R	US23B4071R	US23C4733R
US23A0126R	US23B3399R	US23B4072R	US23C4735R
US23A0135R	US23B3400R	US23B4073R	US23C4736R
US23A0357R	US23B3401R	US23B4083R	US23C5252R
US23A0892R	US23B3403A	US23C4374R	US23C5953R

**Revision History:**

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