

N8733A-07

# Information Only Service Note

Supersedes:  
NONE

## N8733A 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.

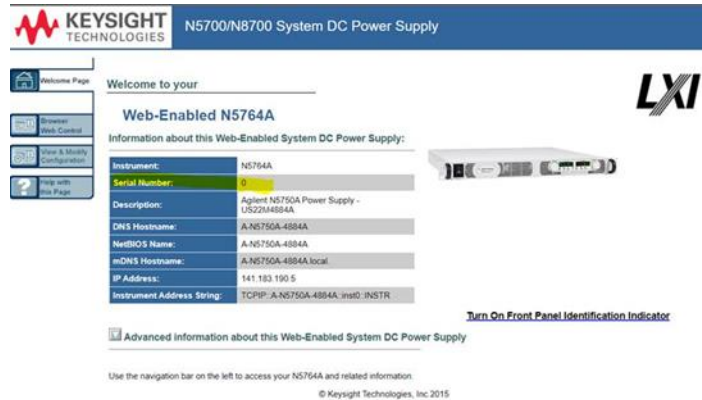


Figure 1: Serial number is “0” in WebUI

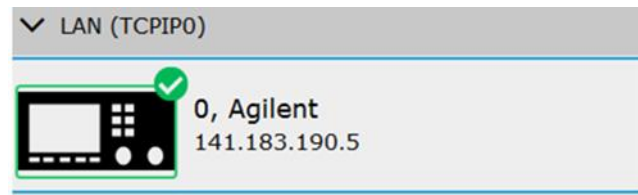


Figure 2: Serial number is “0” in Keysight Connection Expert

## 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

US23A193502	US23A194002	US23B2343S	US23B3269S	US23D6246S
US23A193602	US23A194102	US23B3263S	US23B4102S	US23D6247S
US23A193702	US23A194202	US23B3265S	US23C5149S	US23D6248S
US23A193802	US23A194302	US23B3266S	US23C5150S	US23D6294S
US23A193902	US23A194402	US23B3267S	US23D6245S	US23D6295S

**Revision History:**

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