N8762A-02-S

S E R V I C E   N O T E

Supersedes:

N8762A Power Supply, 600V, 8.5A, 5100W

Serial Numbers: US04A00000 to US13E00000

POSSIBLE SHOCK HAZARD

WARNING

HAZARD CLASS 3

The web page served from these products to a web browser running Java 7 displays the incorrect output state.
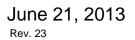
Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
SAFETY			
ACTION CATEGORY: X AGREEABLE TIME	STANDARDS LABOR: 0.5 Hours		
LOCATION X CUSTOMER INSTALLABLE CATEGORY: [[]] ON-SITE **(active On-site contract required)** X SERVICE CENTER [[]] CHANNEL PARTNER	SERVICE [[]] RETURN INVENTORY: [[]] SCRAP X SEE TEXT	USED [[]] RETURN PARTS: [[]] SCRAP X SEE TEXT	
AVAILABILITY: ALWAYS	NO CHARGE AVAILABLE UNTIL: EOS		
[[]] Calibration Required X Calibration NOT Required	PRODUCT LINE: SP AUTHOR: PF		
ADDITIONAL INFORMATION: Customer installable with firmware upgrade			

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Situation:
The power supply's web page GUI will show the output state to be off when it is actually on and it may show a zero volt output when the voltage is non-zero. This occurs with either Internet Explorer or Firefox web browsers that are running Java 7 on a Windows based PC. This problem does not appear on the front panel of the power supply, the SCPI programming interface, nor with a web browser running previous versions of Java.
The N8700 series can produce hazardous voltages and Agilent requests that the firmware be updated as soon as possible**.**

Solution/Action:
1. Verify that your instrument(s) corresponds to the above model.
2. Check that the power supply's firmware is version A.04.04 or lower. This can be done using one of the IO interfaces and sending the "*IDN?" query. If firmware version is A.05.05 or above, you do not need to do anything further.
3. If the firmware version is A.04.04 or lower, do not use the affected unit under the hazardous condition described above and continue with step 4.
4. Download the latest firmware utility and perform the firmware upgrade to version A.05.05 and above. Use web link to download firmware utility and latest firmware revision for N8700 series power supply. http://www.agilent.com/find/n8700firmware

Revision History:

Revision Number	Date	Author	Reason For Change
1.0	6/21/2013	PF	As published