

P5002A-04

Information Only Service Note

Supersedes:
None

P5002A Keysight Streamline USB Vector Network Analyzer

Serial Numbers: ALL

Manufacturing ID Number: ALL

How to handle optional licenses which customers purchased in return to factory (RTF) process.

Parts Required:

None.

ADMINISTRATIVE INFORMATION

Calibration Required

Calibration NOT Required

PRODUCT LINE: WN

AUTHOR: ls

ADDITIONAL INFORMATION:

Situation:

For instrument subjected to Return to Factory (RTF) handling, post-sales software licenses might not be installed when the unit is returned from factory to service centers. This is due to factory team's restricted access to confidential unit option on Keysight Software Manager (KSM) online.

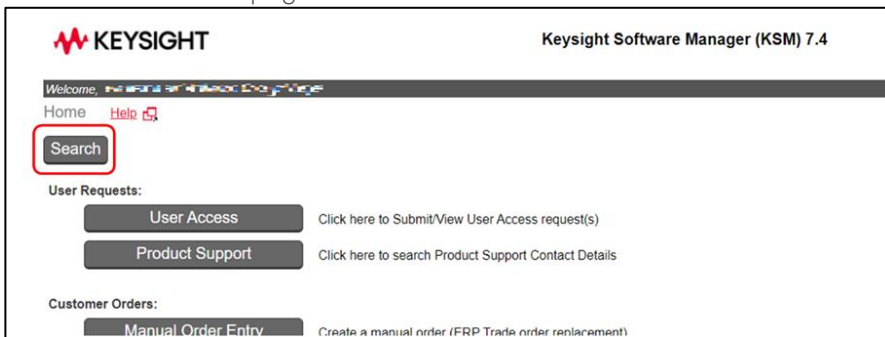
Solution/Action:

Service centers are required to install the licenses after receiving the unit from factory, or inform customers to install the licenses.

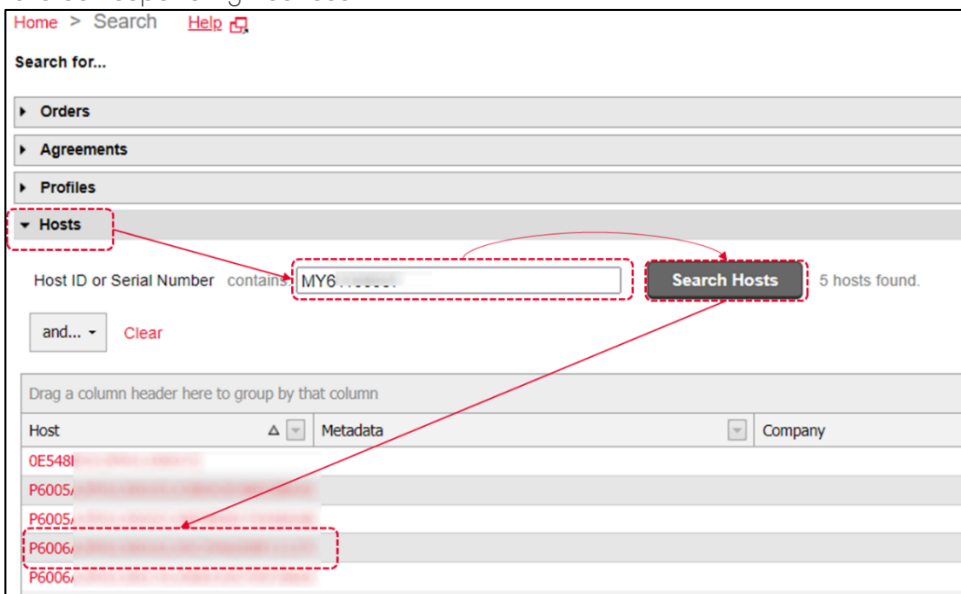
Compare the licenses installed in VNA Keysight License Manager (KLM) against KSM online. If there are missing options, obtain the latest licenses from KSM and install them on the unit with KLM. Refer to Step 1.1 to 1.3 for instructions on license retrieval via KSM.

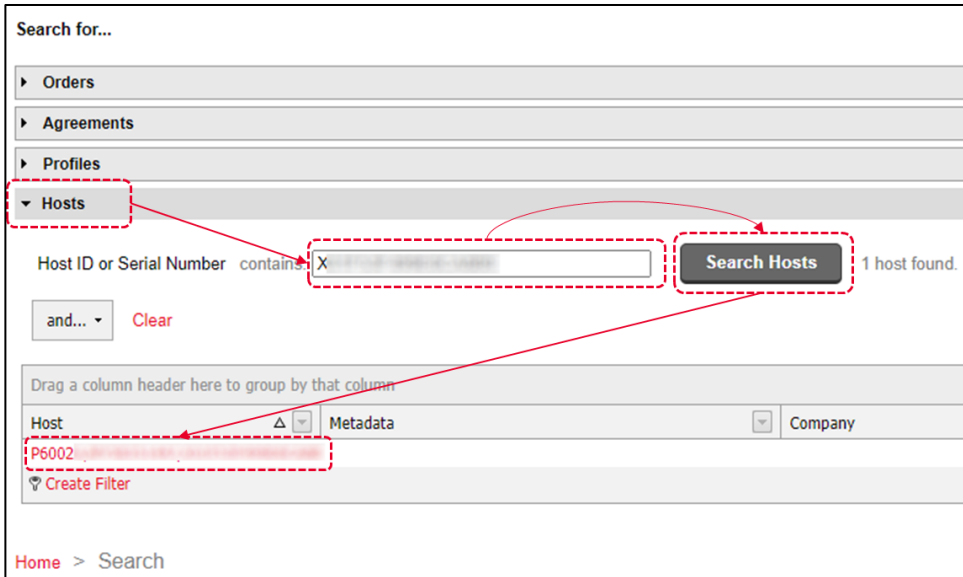
For VNA option (license) installation procedures, refer to VNA web help *Product Support* -> [Option Enable](#) chapter.

- 1. KSM license retrieval
 - 1.1. Shown is the KSM page. Click *Search*.



- 1.2. Shown are the VNA serial number and [host ID](#) search results. Click on the *Host ID* to obtain the corresponding licenses.





1.3. Click *License File* to download the required license file.

Licenses (4)										
	Product	Description	Version	Quantity	Status	Issue Date	Expiration Date	License	Cloud ID	Order Number
+	P5024A	USB Vector network analyzer, 9 kHz to 20 GHz, 4/6-port	-	1	Active	1/1/2023	None	License File		100000
+	P5024A-400	4-port USB VNA	-	1	Active	1/1/2023	None	License File		100000
+	S97090A-1FP	Spectrum analysis, node-locked perpetual license	-	1	Active	1/1/2023	None	License File		100000
+	P5024A-090	Spectrum analysis hardware	-	1	Active	1/1/2023	None	License File		100000

2. License installation on VNA.

2.1. Refer to VNA web help *Product Support* -> [Option Enable](#) chapter.

~End ~

Revision History:

Date	Service Note Revision	Author	Reason for Change
31-Mar-2023	P5002A-04	ls	As Published