

**N5744A-02**

**S E R V I C E N O T E**

Supersedes:  
NONE

N5744A DC System Power Supply, 20V, 38A, 760W

Serial Numbers: US04A00000 to US13E00000

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:		
<b>MODIFICATION RECOMMENDED</b>		
ACTION <input type="checkbox"/> ON SPECIFIED FAILURE CATEGORY: x AGREEABLE TIME	STANDARDS LABOR: 0.5 Hours	
LOCATION x CUSTOMER INSTALLABLE CATEGORY: <input type="checkbox"/> ON-SITE ( <b>active On-site contract required</b> ) x SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNER	SERVICE <input type="checkbox"/> RETURN INVENTORY: <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED <input type="checkbox"/> RETURN PARTS: <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: EOS	
<input type="checkbox"/> Calibration Required X Calibration NOT Required	PRODUCT LINE: SP AUTHOR: PF	
ADDITIONAL INFORMATION:		

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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 N5700 series can produce unexpected 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, 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 N5700 series power supply. <http://www.agilent.com/find/n5700firmware>

**Revision History:**

Revision Number	Date	Author	Reason For Change
1.0	7/9/13	PF	As published