

N5744A-08

Information Only Service Note

Supersedes:
NONE

N5744A 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

ADMINISTRATIVE INFORMATION

Calibration Required
 Calibration NOT Required

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ADDITIONAL INFORMATION:

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.

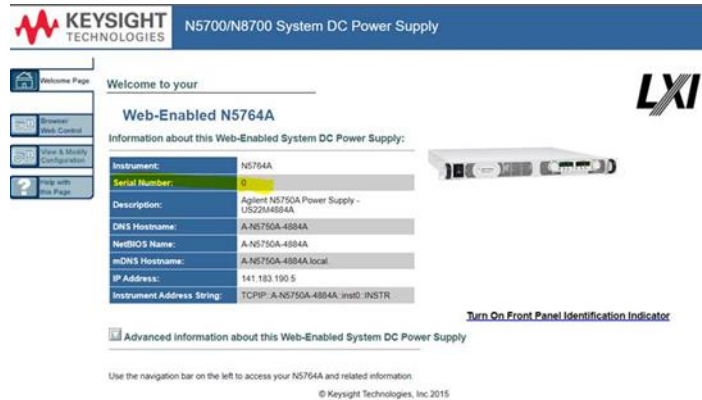


Figure 1: Serial number is “0” in WebUI

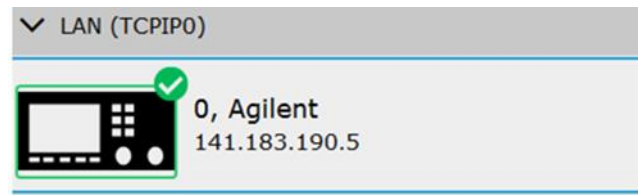


Figure 2: Serial number is “0” in Keysight Connection Expert

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

US21N4693R	US22N6406R	US23A0842R	US23C4601R
US22F6191R	US22N6470A	US23B4004R	US23C4602R
US22F6194R	US22N7176A	US23B4005R	US23C4604R
US22N6386R	US22N7177A	US23C4592R	US23C4612R
US22N6387R	US23A0087R	US23C4593R	US23C4613R
US22N6404R	US23A0088R	US23C4594R	US23C4614R

Revision History:

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