

N5750A-10

# Information Only Service Note

Supersedes:  
NONE

## N5750A 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.

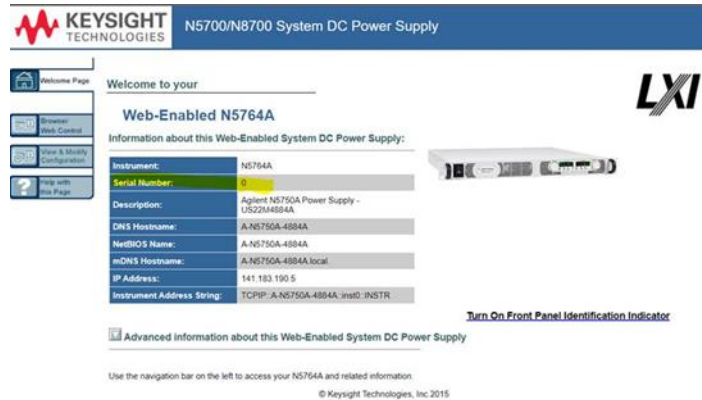


Figure 1: Serial number is “0” in WebUI

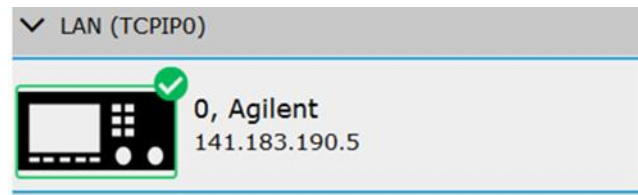


Figure 2: Serial number is “0” in Keysight Connection Expert

## 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

US21E6105A	US22M4881A	US22N7209A	US23C4390R
US21E6353R	US22M4882A	US22N7219A	US23C4391R
US21E6354R	US22M4883A	US23A0854R	US23C4392R
US22K2030R	US22M4884A	US23A0855R	US23D6223A
US22K2033R	US22M4885A	US23A0856R	US23D6226R
US22K2035R	US22M4886A	US23B3228R	US23D6227R
US22K2038R	US22M4887A	US23B3437R	US23D6228R
US22K2039R	US22N7206A	US23C4363A	US23D6229R
US22M4876A	US22N7207A	US23C4367R	
US22M4878A	US22N7208A	US23C4379R	

**Revision History:**

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