Information Only Service Note

N5763A 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	PRODUCT LINE: SP
[X] Calibration NOT Required	AUTHOR: LIM ZHAN MING

ADDITIONAL INFORMATION:

KEYSIGHT TECHNOLOGIES

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.

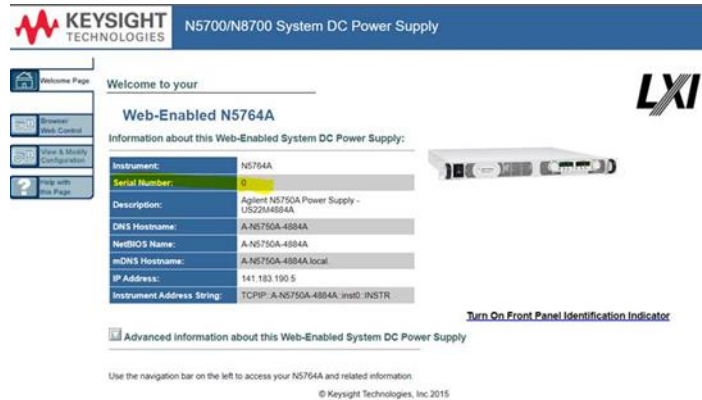However, there is no impact on the functionality and specification of the instrument.
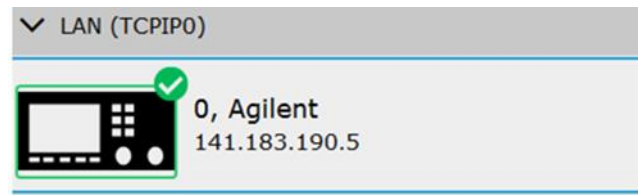

Figure 1: Serial number is "0" in WebUI

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

US19D5131P	US23B3252R	US23C4337R
US23B3251R	US23C4310R	

Revision History:

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