

**N8731A-02**

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

Supersedes:  
NONE

N8731A Power Supply, 8V, 400A, 3200W

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

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Rev. 21



**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 N8700 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 N8700 series power supply. <http://www.agilent.com/find/n8700firmware>

**Revision History:**

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