

N8737A-07

Information Only Service Note

Supersedes:
NONE

N8737A 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

PRODUCT LINE: SP
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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.

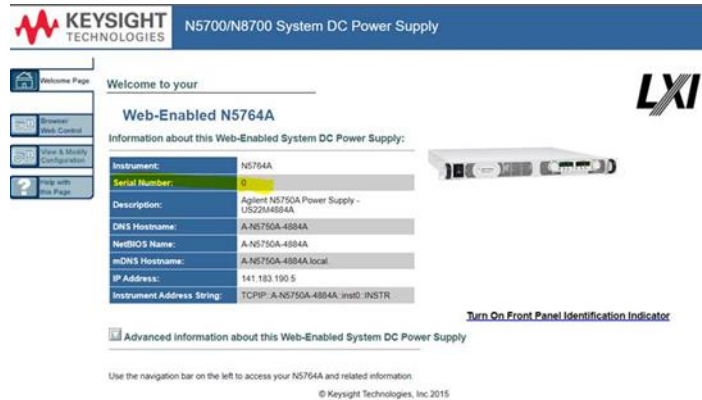


Figure 1: Serial number is “0” in WebUI

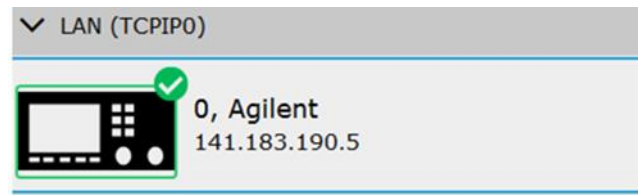


Figure 2: Serial number is “0” in Keysight Connection Expert

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

US20C4101R	US23B3282A	US23B3298A	US23B3315A	US23B3332S	US23B3348S	US23C5496S
US20H8345R	US23B3283A	US23B3299A	US23B3316A	US23B3333S	US23B3365A	US23C5518S
US20H8367R	US23B3284A	US23B3300A	US23B3317A	US23B3334A	US23B3366A	US23C5887A
US22L4264S	US23B3285A	US23B3302A	US23B3318A	US23B3335A	US23B3367A	US23C5888A
US23A0414A	US23B3286A	US23B3303A	US23B3319A	US23B3336S	US23B3368A	US23C5889A
US23A0415A	US23B3287A	US23B3304A	US23B3320A	US23B3337S	US23B3369A	US23C5890A
US23A0416A	US23B3288A	US23B3305A	US23B3321A	US23B3338S	US23B3370A	US23C5891A
US23A0417A	US23B3289A	US23B3306A	US23B3322A	US23B3339S	US23B3371A	US23C5892A
US23A0418A	US23B3290A	US23B3307A	US23B3323S	US23B3340S	US23B3372A	US23C5893A
US23B3275A	US23B3291A	US23B3308A	US23B3324S	US23B3341S	US23B3373A	US23C5894A
US23B3276A	US23B3292A	US23B3309A	US23B3325S	US23B3342S	US23B3374A	US23C5895A
US23B3277A	US23B3293A	US23B3310A	US23B3326S	US23B3343S	US23C5491A	US23C5896A
US23B3278A	US23B3294A	US23B3311A	US23B3327S	US23B3344S	US23C5492A	US23D6203S
US23B3279A	US23B3295A	US23B3312A	US23B3328S	US23B3345S	US23C5493A	US23D6204S
US23B3280A	US23B3296A	US23B3313A	US23B3329S	US23B3346S	US23C5494A	US23D6205S
US23B3281A	US23B3297A	US23B3314A	US23B3330S	US23B3347S	US23C5495S	US23D6206S

Revision History:

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