Information Only Service Note

P5003A Keysight Streamline USB Vector Network Analyzer

Serial Numbers: ALL
Manufacturing ID Number: ALL

How to handle optional licenses which customers purchased in return to factory (RTF) process.

Parts Required:

None.

ADMINISTRATIVE INFORMATION

[[]] Calibration Required	PRODUCT LINE: WN
X Calibration NOT Required	AUTHOR: ls

ADDITIONAL INFORMATION:

Situation:

For instrument subjected to Return to Factory (RTF) handling, post-sales software licenses might not be installed when the unit is returned from factory to service centers. This is due to factory team's restricted access to confidential unit option on Keysight Software Manager (KSM) online.
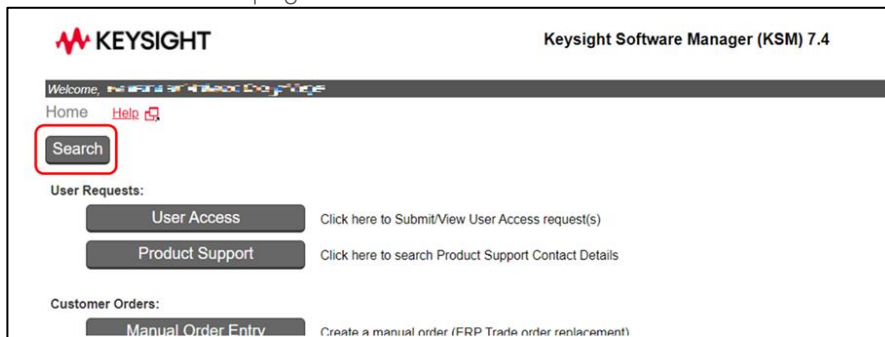
Solution/Action:

Service centers are required to install the licenses after receiving the unit from factory, or inform customers to install the licenses.
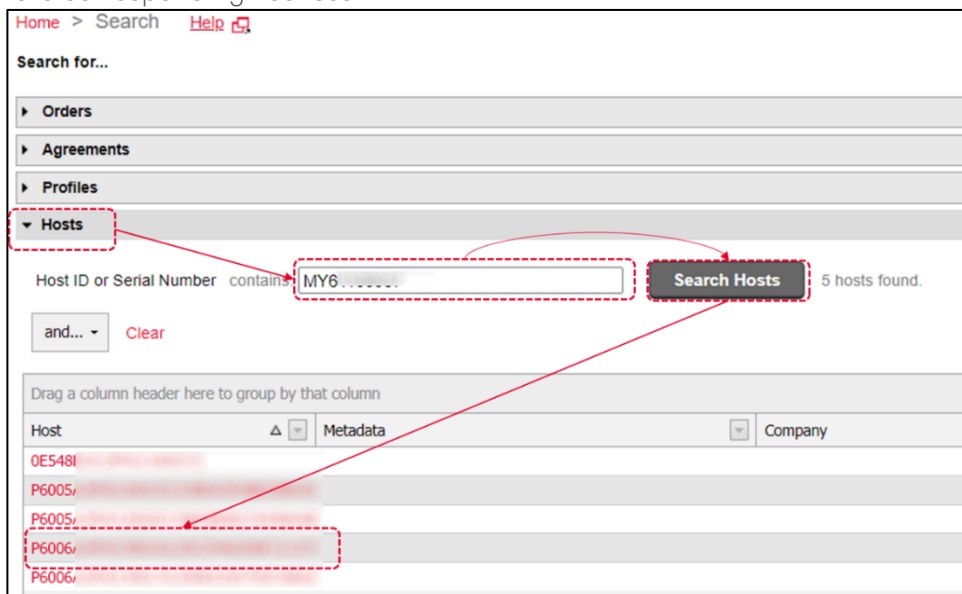
Compare the licenses installed in VNA Keysight License Manager (KLM) against KSM online. If there are missing options, obtain the latest licenses from KSM and install them on the unit with KLM. Refer to Step 1.1 to 1.3 for instructions on license retrieval via KSM.
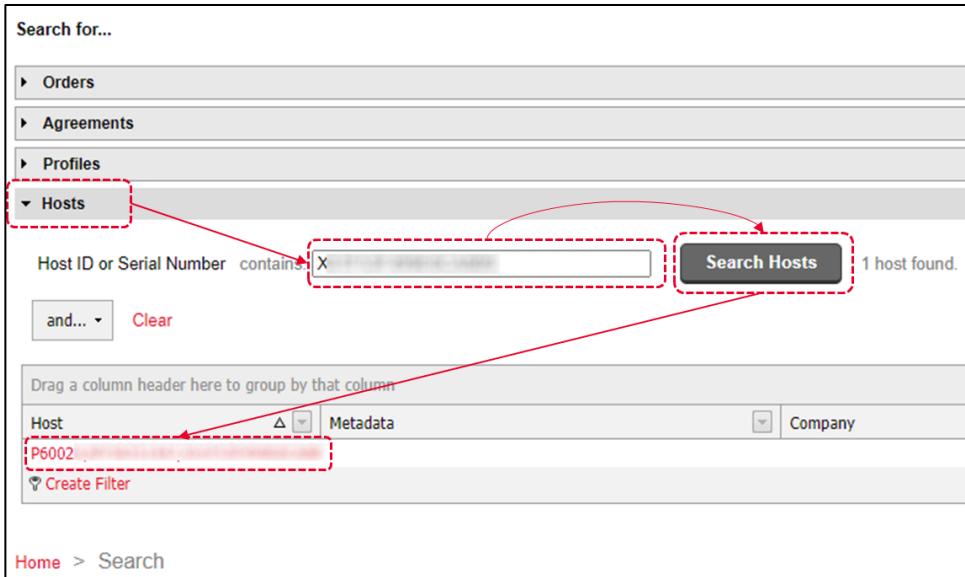
For VNA option (license) installation procedures, refer to VNA web help *Product Support -> Option Enable* chapter.

1. KSM license retrieval
   1.1. Shown is the KSM page. Click *Search*.

   1.2. Shown are the VNA serial number and host ID search results. Click on the *Host ID* to obtain the corresponding licenses.

1.3. Click *License File* to download the required license file.

2. License installation on VNA.
   2.1. Refer to VNA web help *Product Support* -> *Option Enable* chapter.

~End ~

Revision History:

Date	Service Note Revision	Author	Reason for Change
31-Mar-2023	P5003A-04	ls	As Published