# Information Only Service Note

Supersedes: None

## P5023A 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 X Calibration NOT Required PRODUCT LINE: WN AUTHOR: Is

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 -> <u>Option</u>* <u>Enable</u> chapter.

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

🚸 KEYSIGHT	Keysight Software Manager (KSM) 7.4
Welcome, we would be the wood the price Home Help 🖳	ge
Search	
User Requests:	
User Access	Click here to Submit/View User Access request(s)
Product Support	Click here to search Product Support Contact Details
Customer Orders:	
Manual Order Entry	Create a manual order (FRP Trade order replacement)

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

Home > Search	Help G	
Search for		
Orders		
Agreements		
<ul> <li>Profiles</li> </ul>		
Host ID or Serial N and Clear	lumber containt MY6	Search Hosts 5 hosts found.
Drag a column head	er here to group by that column	
Host	△ 🔄 Metadata	Company
0E548I		
P6005/		
P6005/		
P6006/	a del e de la constante a constante a	
P6006/	/	

Agreements	
Profiles	
▼ Hosts	
Host ID or Serial Number contains X	Search Hosts 1 host found.
Drag a column header here to group by that column	
Host $\Delta$ Metadata	Company
P6002	

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

	Product 🚽	Description	Version 🚽	Quantity 🔄	Status 💌	Issue Date 🛛 🔄	Expiration Date	License	Cloud ID 🔄	Order Number
+	P5024A	USB Vector network analyzer, 9 kHz to 20 GHz, 4/6-port	-	1	Active		None	License File		
+	P5024A- 400	4-port USB VNA	-	1	Active		None	License File		
+	S97090A- 1FP	Spectrum analysis, node-locked perpetual license	-	1	Active		None	License File	1	
+	P5024A- 090	Spectrum analysis hardware	-	1	Active		None	License File		

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

~End ~

#### Revision History:

Date	Service Note Revision	Author	Reason for Change
31-Mar-2023	P5023A-06	ls	As Published