

N5765A-07

Information Only Service Note

Supersedes:
NONE

N5765A 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

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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.

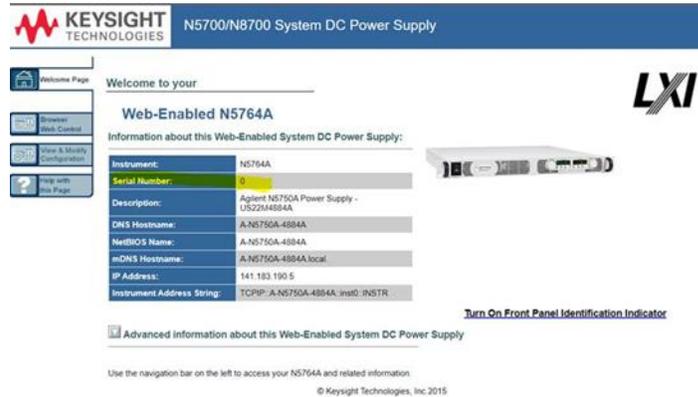


Figure 1: Serial number is “0” in WebUI

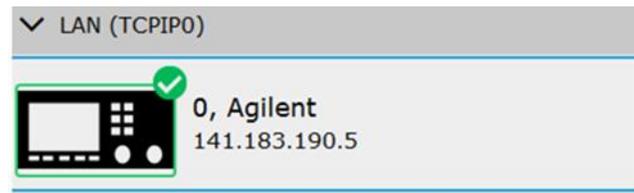


Figure 2: Serial number is “0” in Keysight Connection Expert

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

US22H8710R	US22M5525R	US23B3156R	US23C5107R	US23C5886R
US22L3814R	US22M5527R	US23B3159R	US23C5877R	US23C5982R
US22L4124R	US22M5539R	US23B3165R	US23C5878R	US23C5984R
US22L4125R	US22M5540R	US23B3166R	US23C5879R	US23C5985R
US22M5522R	US22N7093R	US23B3167R	US23C5880R	US23C5986R
US22M5523R	US23B3143R	US23B3168R	US23C5881R	
US22M5524R	US23B3147R	US23B3169R	US23C5885R	

Revision History:

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