

N5766A-07

# Information Only Service Note

Supersedes:  
NONE

## N5766A 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

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#### ADMINISTRATIVE INFORMATION

Calibration Required  
 Calibration NOT Required

PRODUCT LINE: SP  
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ADDITIONAL INFORMATION:

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## 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.

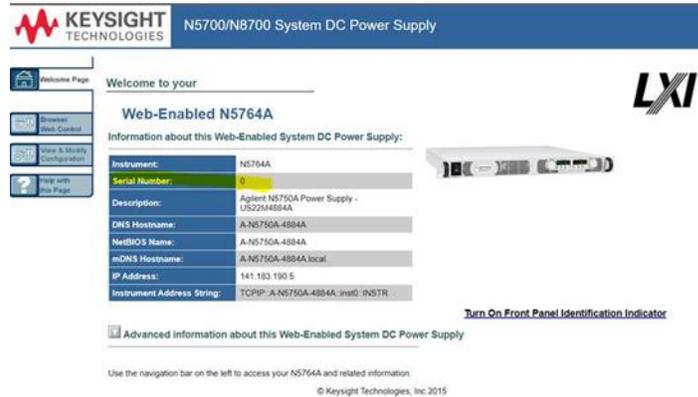


Figure 1: Serial number is “0” in WebUI

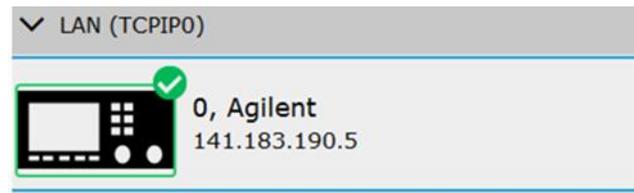


Figure 2: Serial number is “0” in Keysight Connection Expert

## 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

US22H8283R	US22L3662R	US23A0339R	US23C4327R	US23C4713R	US23D6267R	US23D7457R
US22H8284R	US22N6418R	US23A0340R	US23C4328R	US23C5231R	US23D6270R	US23D7458R
US22H8287R	US22N6419R	US23A0341R	US23C4329R	US23C5233R	US23D6272R	US23D7459R
US22H8288R	US22N6420R	US23A0342R	US23C4330R	US23C5234R	US23D6277R	US23D7464R
US22H8290R	US22N6421R	US23A0343R	US23C4332R	US23C5235R	US23D6280R	US23D7465R
US22H8291R	US22N7094R	US23B3464R	US23C4333R	US23D6255R	US23D6285R	US23D7466R
US22H8293R	US23A0117R	US23B4049R	US23C4334R	US23D6256R	US23D7236R	US23D7468R
US22H8294R	US23A0119R	US23C4323R	US23C4335R	US23D6257R	US23D7452R	
US22J0416R	US23A0121R	US23C4325R	US23C4712R	US23D6261R	US23D7455R	

**Revision History:**

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