Modification Recommended Service Note

Supersedes:
NONE

N9000B CXA Signal Analyzer

Serial Numbers: MY65090107, MY65090138, MY65090167, MY65090205

Password for Instrument Account Expires After 42 Days

On N9000B CXA Signal Analyzers that were imaged with Windows 11 IoT Enterprise LTSC operating system and XSA application version A.40.05, a message will appear after 42 days from first turn-on indicating that the Instrument user account has expired and must be changed.

Parts Required:

N9032-60043	SSD Replacement, Win11, for PCA or PCB CPUs	Qty 1

ADMINISTRATIVE INFORMATION

ACTION CATEGORY:	X ON SPECIFIED FAILURE [[]] AGREEABLE TIME	STANDARDS LABOR: 2.0 Hours		
LOCATION CATEGORY:	[[]] CUSTOMER INSTALLABLE (No Parts involved) X SERVICE CENTER [[]] ON-SITE (active On-site contract required) [[]] CHANNEL PARTNERS	SERVICE: [[]] RETURN INVENTORY: [[]] SCRAP X SEE TEXT	USED PARTS:	[[]] RETURN X SCRAP [[]] SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE		NO CHARGE AVAILABLE UNTIL: 7 April 2027		
	[[]] Calibration Required X Calibration NOT Required	PRODUCT LINE: 12 AUTHOR: BDT		

ADDITIONAL INFORMATION:

Situation:

Four N9000B CXA Signal Analyzers shipped with the Windows 11 IoT Enterprise LTSC operating system and XSA application version A.40.05. On these analyzers, if power is cycled more than 42 days after the first turn-on, a message will appear indicating that it is necessary to change the Instrument account password. It will not be possible for the analyzer to continue booting up until the password is changed.

If this occurs, there is a short-term solution that requires logging in as Administrator and changing the Properties of the Instrument user account. This solution is semi-permanent, since it will only last until a recovery is performed. If a recovery is performed, the original settings that caused the password to expire after 42 days will be restored.

The permanent solution is to replace the SSD with a newer SSD that is imaged with version >= A.40.07.

However, if this permanent solution is chosen, the calibration file that will be created will only work with XSA versions greater than or equal to the version with which the new SSD is imaged.

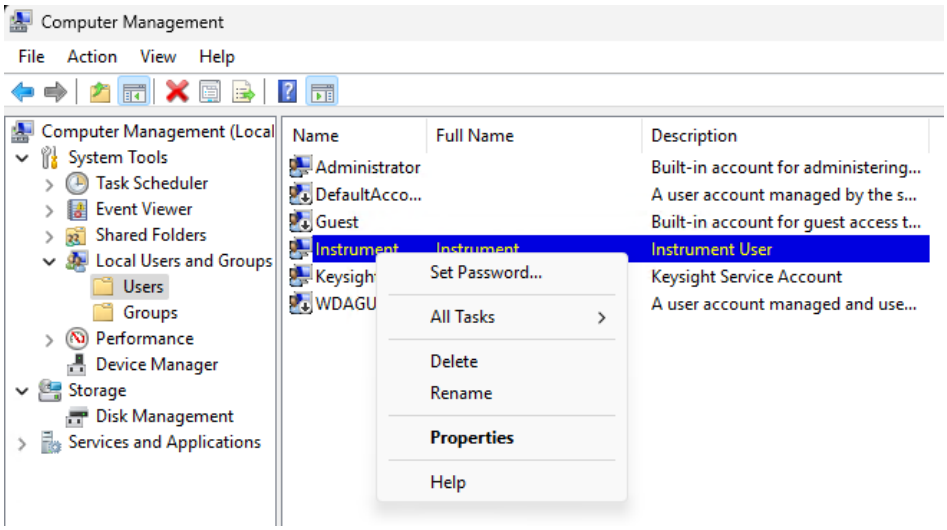
For example, if the SSD is replaced with one imaged with A.44.02, it will no longer be possible to downgrade the instrument software version to a version between A.40.05 and < A.44.02.

Solution/Action:

Short-Term (semi-permanent) Solution – Changing Instrument Account Properties (customer installable)

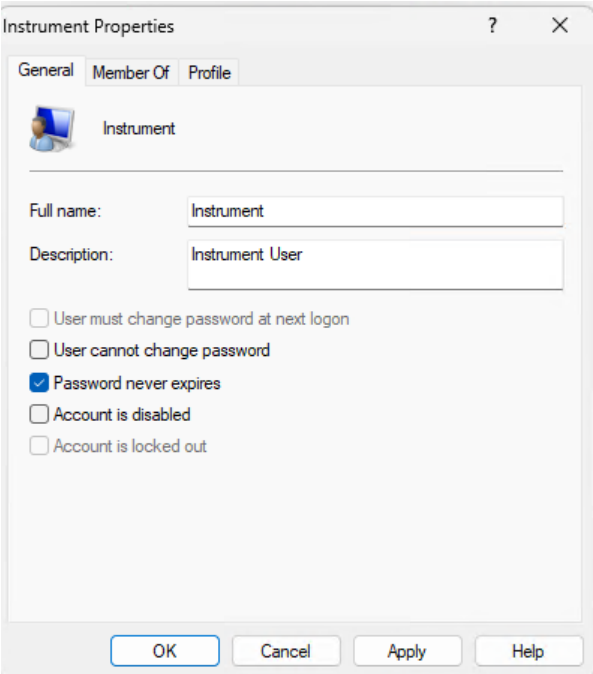
1. Connect a USB keyboard and USB mouse to two of the front-panel USB connectors
2. Log in as Administrator (default password: Keysight4u!)
3. Right-click on Windows icon and select Computer Management
4. Open System Tools, Local Users and Groups
5. Select Users
6. Right-click on Instrument and select Properties. See Figure 1 below.

Figure 1. Computer Management Dialog



7. In the Instrument Properties dialog box, uncheck “User must change password at next logon”.
8. In the Instrument Properties dialog box, check “Password never expires”. See Figure 2 below.

Figure 2. Instrument Properties Dialog



9. Click “Apply” and “OK”.
10. Close the Computer Management dialog.
11. Cycle power on the analyzer.
12. Confirm that the analyzer boots up directly into the Instrument account, without any prompts to change the password, and automatically launches the XSA application.

Permanent Solution – Replace SSD

1. Verify whether the end-user will accept an upgrade to the latest instrument software version. The replacement SSD will be imaged with a newer version of the instrument software than the analyzer had when originally shipped. Once the replacement SSD is installed, the analyzer should not be downgraded to any version earlier than that with which the replacement SSD is imaged.
2. If the customer will not accept an upgrade to the latest instrument software version, do not proceed with this solution.
3. If the customer will accept an upgrade to the latest instrument software version, then replace the SSD with part number N9032-60043, following the procedures in the N9000B CXA Signal Analyzer Service Guide.
4. There is no need to scrap service inventory of N9032-60043 since they will all be imaged with >= A.40.07.

Revision History:

Date	Service Note Revision	Author	Reason for Change
31 March 2025	01	Brian D. Torr	As Published