

Finding serial numbers on FTB-2 and FTB-2 Pro

The FTB-2 and FTB-2 Pro consist of mainframe units that can house up to 2 modules and can be equipped with a Power Meter module on the lower right side; this RMA request requires the serial numbers of all units that will be sent for service, even serial numbers of units that don't require service but will be returned within the RMA request. Click the links below to know how to retrieve those serial numbers:

- [FTB-2 and FTB-2 Pro platforms serial number](#)
- **Modules** serial numbers: If you cannot retrieve the serial number from "ToolBox", please view "By removing the modules"
 - [In "ToolBox"](#)
 - [By removing the modules](#)
- **Power Meter** (if present); If you cannot retrieve the serial number from "ToolBox", please view "By removing the Power Meter module"
 - [In "ToolBox"](#)
 - [By removing the Power Meter module](#)

Contact EXFO's [technical support](#) should you have any question.

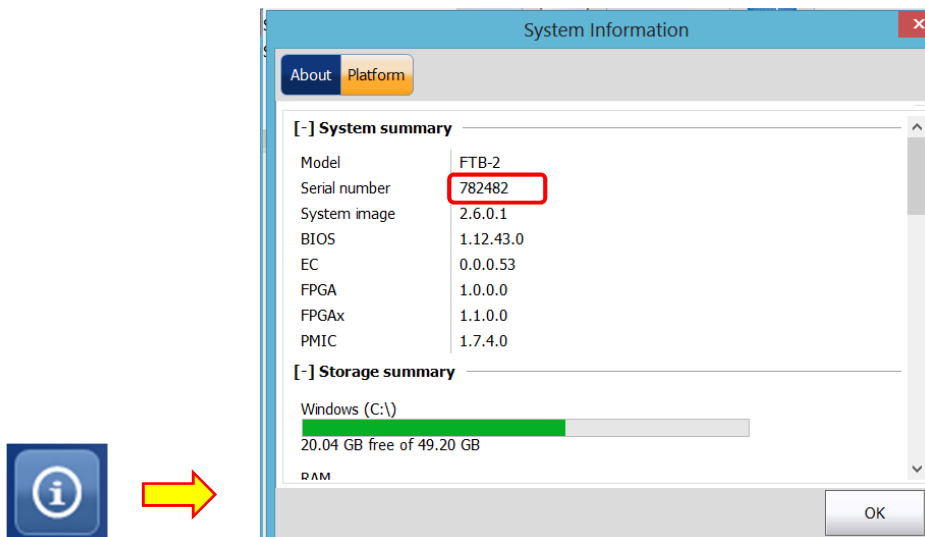
Back of the platform

The serial number of the FTB-2 and FTB-2 Pro platforms can be found:

- At the back of the unit:



- Or in “ToolBox/System Info/Platform”

A screenshot of the 'System Information' dialog box, specifically the 'Platform' tab. The 'Serial number' field is highlighted with a red box and contains the value '782482'. To the left of the dialog box is a blue information icon (an 'i' in a circle) with a yellow arrow pointing towards the dialog box.

[-] System summary	
Model	FTB-2
Serial number	782482
System image	2.6.0.1
BIOS	1.12.43.0
EC	0.0.0.53
FPGA	1.0.0.0
FPGAx	1.1.0.0
PMIC	1.7.4.0

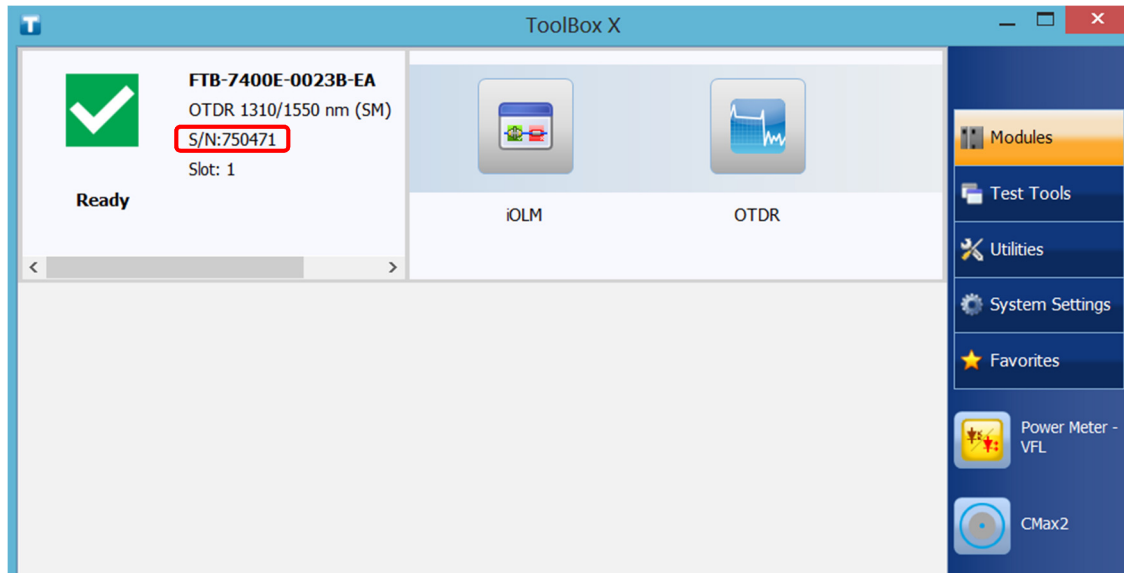
[-] Storage summary	
Windows (C:\)	<div style="width: 40%;"></div>
20.04 GB free of 49.20 GB	
RAM	

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Modules serial numbers in “ToolBox”

The serial numbers of the modules can be found in “ToolBox” or by removing the modules:

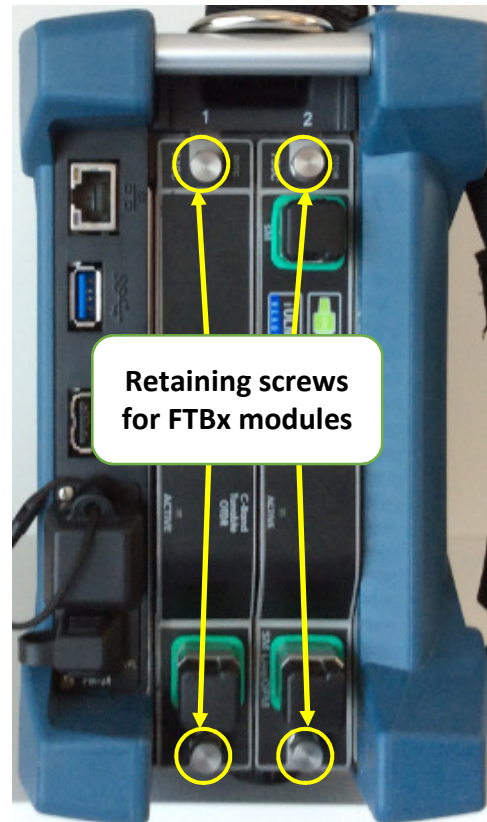
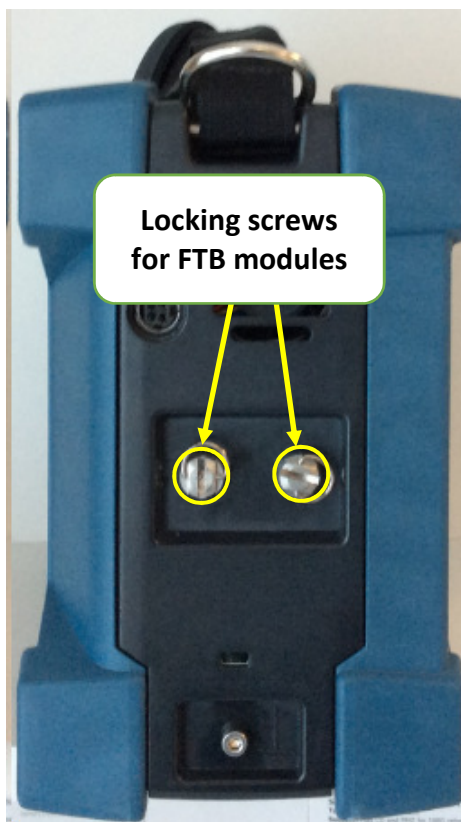
- ToolBox:
 - In the “Modules” tab



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Removing the modules

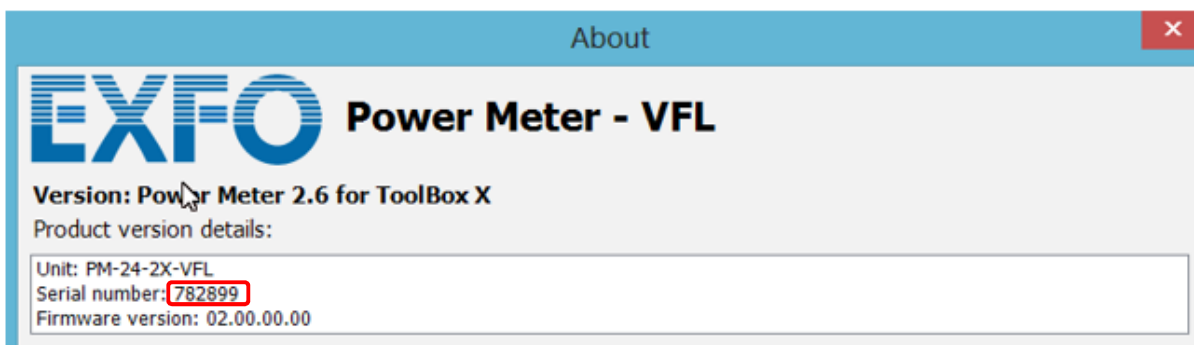
1. Shutdown the FTB-2_Pro
2. Turn the locking screw counter clock wise
3. Hold the module by its sides or by the handle and pull it out
4. The serial number is on the side of the modules
5. For FTBx modules, loosen the retaining screws
6. The retaining screws can be used as handles to pull out the FTBx module



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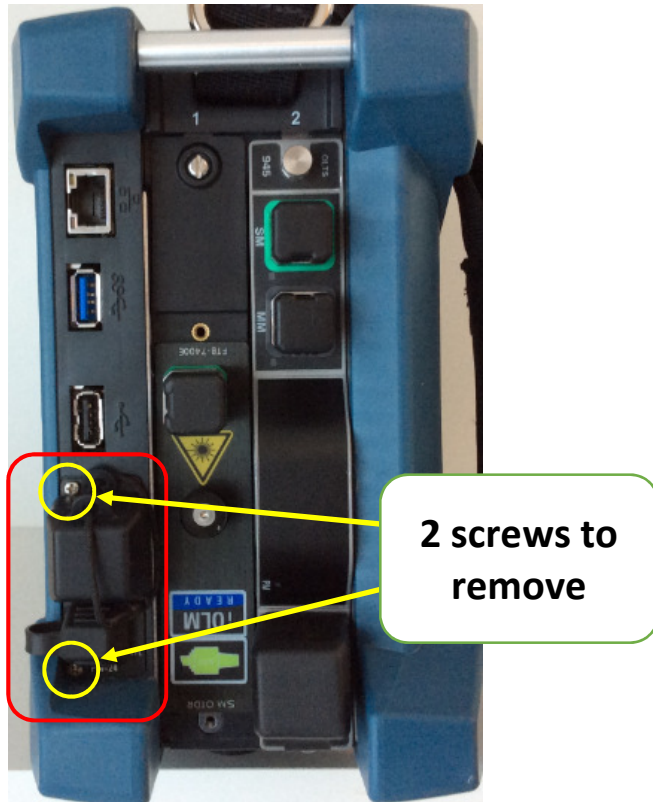
Power Meter serial number

The serial number of the Power Meter can be found in “ToolBox /Power Meter – VFL/Info”:



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Removing the Power Meter unit



1. Remove 2 screws
2. Remove the Power Meter module
3. The serial number is on the board



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