

Modification Recommended Service Note

Supersedes:
NONE

M9010A PXIe Chassis: 10-slot, 3U, 24 GB/s, Gen 3

Serial Numbers: TW61181450 - TW64170000
Manufacturing ID Number: 1C61180101 - 1C64170000

Chassis fail to boot after FW update was done with driver version 1.7.913.1 or 1.7.925.1.

Parts Required:

P/N	Description	Qty.
M9010-69101	NFTS; TBR Refurbished M9010A PXIe Chassis Assembly, 10-slot, Exch	1
Or		
M9010-66101	TBR M9010A PXIe Chassis Assembly, 10-slot	1

ADMINISTRATIVE INFORMATION

ACTION	X ON SPECIFIED FAILURE	STANDARDS			
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	0.5 Hours		
LOCATION	X SERVICE CENTER	SERVICE:	X RETURN	USED	X RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required) <input type="checkbox"/> CHANNEL PARTNERS	INVENTORY:	<input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	PARTS:	<input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	April 1, 2025		
	<input type="checkbox"/> Calibration Required X Calibration NOT Required	PRODUCT LINE:	BL		
		AUTHOR:	TP		

ADDITIONAL INFORMATION:

Situation:

It has been found that the affected chassis stated above could fail to boot after running firmware update using driver version 1.7.913.1 or 1.7.925.1.

Solution/Action:

If user wants to run firmware update, it is important to install driver version 1.7.1032.1 or later first before performing firmware update. DO NOT perform firmware update until you have driver version 1.7.1032.1 or later installed. Install driver version 1.7.1032.1 or later at the chassis product website www.keysight.com/find/M9010A, navigate to Technical Support > Drivers, Firmware and Software > PXle Chassis Family Drivers.

The chassis core needs to be replaced if chassis failed to boot up after firmware is updated using driver version 1.7.913.1 or 1.7.925.1. Please contact Keysight Local Service Center (<https://keysight.com/find/repair>) for repair under this service note.

Revision History:

Date	Service Note Revision	Author	Reason for Change
08 Mar 2024	01	TP	As Published