

M9018B-03

Information Only Service Note

Supersedes:
NONE

M9018B PXIe Chassis: 18-slot, 3U, 8 GB/s

Serial Number: TW56490161-TW60363960

Manufacturing ID Number: 1C56490161-1C60360627

Code 10 errors under Device Manager for PCI Express to PCI/PCI-X Bridge when use with M9025A.

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

Calibration Required

X Calibration NOT Required

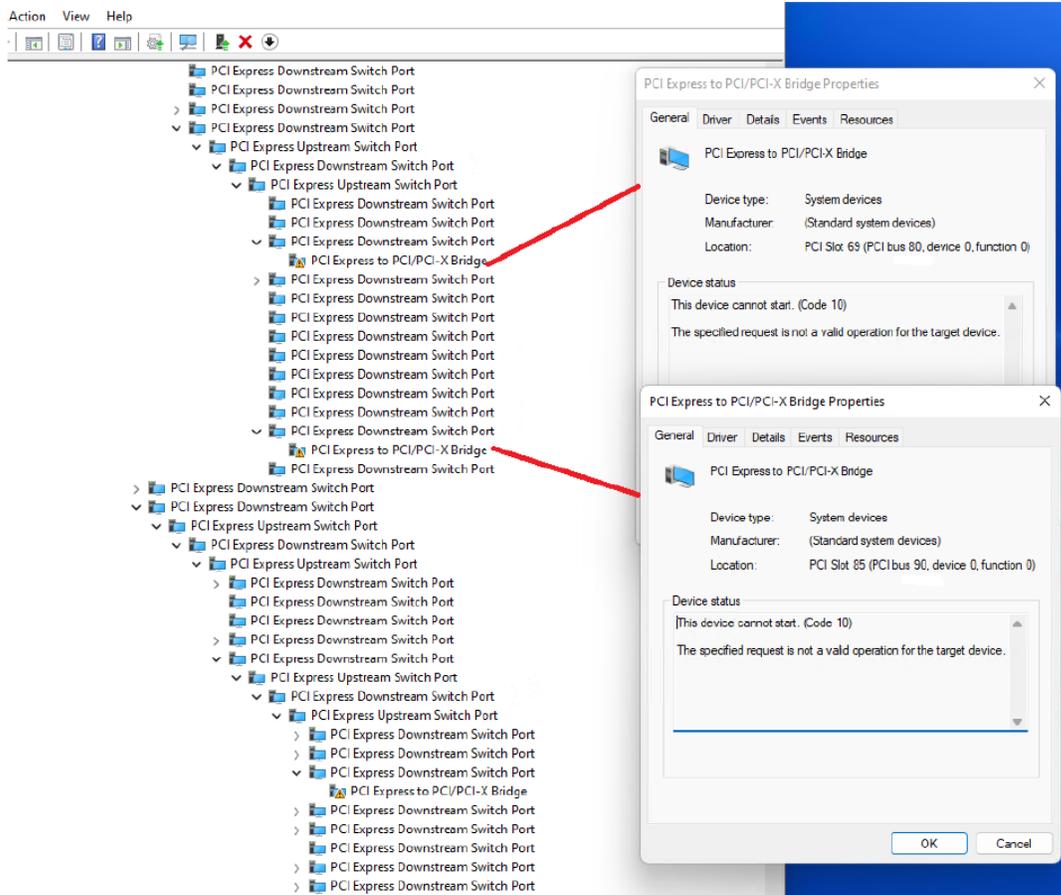
PRODUCT LINE: BL

AUTHOR: TP

ADDITIONAL INFORMATION:

Situation:

It has been found when the affected chassis are used with M9025A PXIe Thunderbolt System Module that the Device Manager would encounter code 10 errors under the PCI Express to PCI/PCI-X Bridge like picture below.



Solution/Action:

Follow the steps below to resolve the code 10 errors at the PCI Express to PCI/PCI-X Bridges.

1. Install drivers version 1.7.913.1 or later at the chassis product website <http://www.keysight.com/find/M9018B>, navigate to Technical Support > Drivers, Firmware and Software > PXIe Chassis Family Drivers.
2. After updating the drivers, run the update FW tool at the chassis product website <http://www.keysight.com/find/M9018B>, navigate to Technical Support > Drivers, Firmware and Software > Chassis Firmware.
 - a. When the *.bin file is run, it will detect the PXI-X switch Firmware needing to be updated like picture below. Press Update to update.

Revision History:

Date	Service Note Revision	Author	Reason for Change
27 Jul 2023	01	TP	As Published