

# Modification Recommended Service Note

Supersedes:  
NONE

## M9018B PXIe Chassis: 18 Slot, 3U, 8 GB/s

Serial Numbers: ALL  
Manufacturing ID Number: ALL

M9018B Soft Front Panel displays Unexpected Internal Software Error (BFFA0018)

Parts Required: None

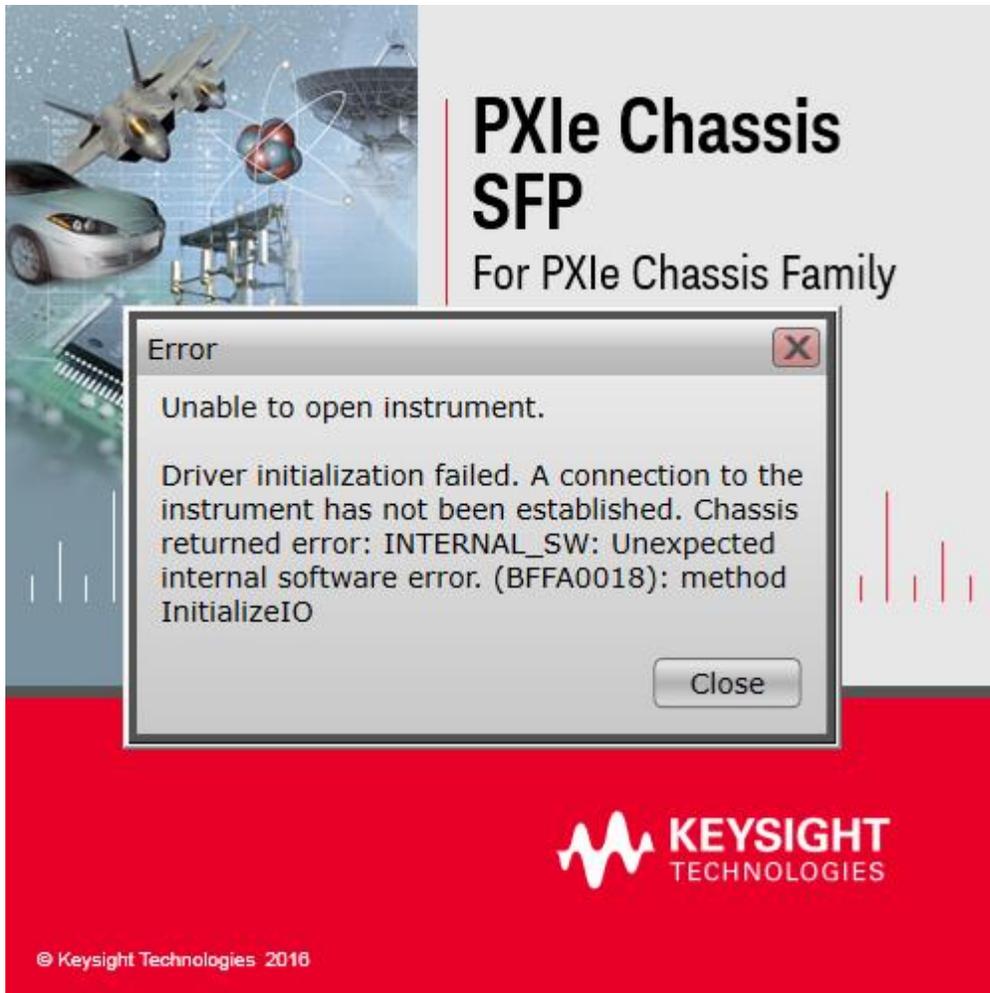
### ADMINISTRATIVE INFORMATION

ACTION	X ON SPECIFIED FAILURE	STANDARDS		
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	0.5 Hours	
LOCATION	X SERVICE CENTER	SERVICE:	X RETURN	USED <input type="checkbox"/> RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP	PARTS: X SCRAP
	<input type="checkbox"/> CHANNEL PARTNERS		<input type="checkbox"/> SEE TEXT	<input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	October 31,2024	
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	BL	
	X Calibration NOT Required	AUTHOR:	DF	

ADDITIONAL INFORMATION:

Situation:

It has been found that when the Soft Front Panel for a PXle Chassis M9018B was opened, the following Soft Front Panel error was generated:



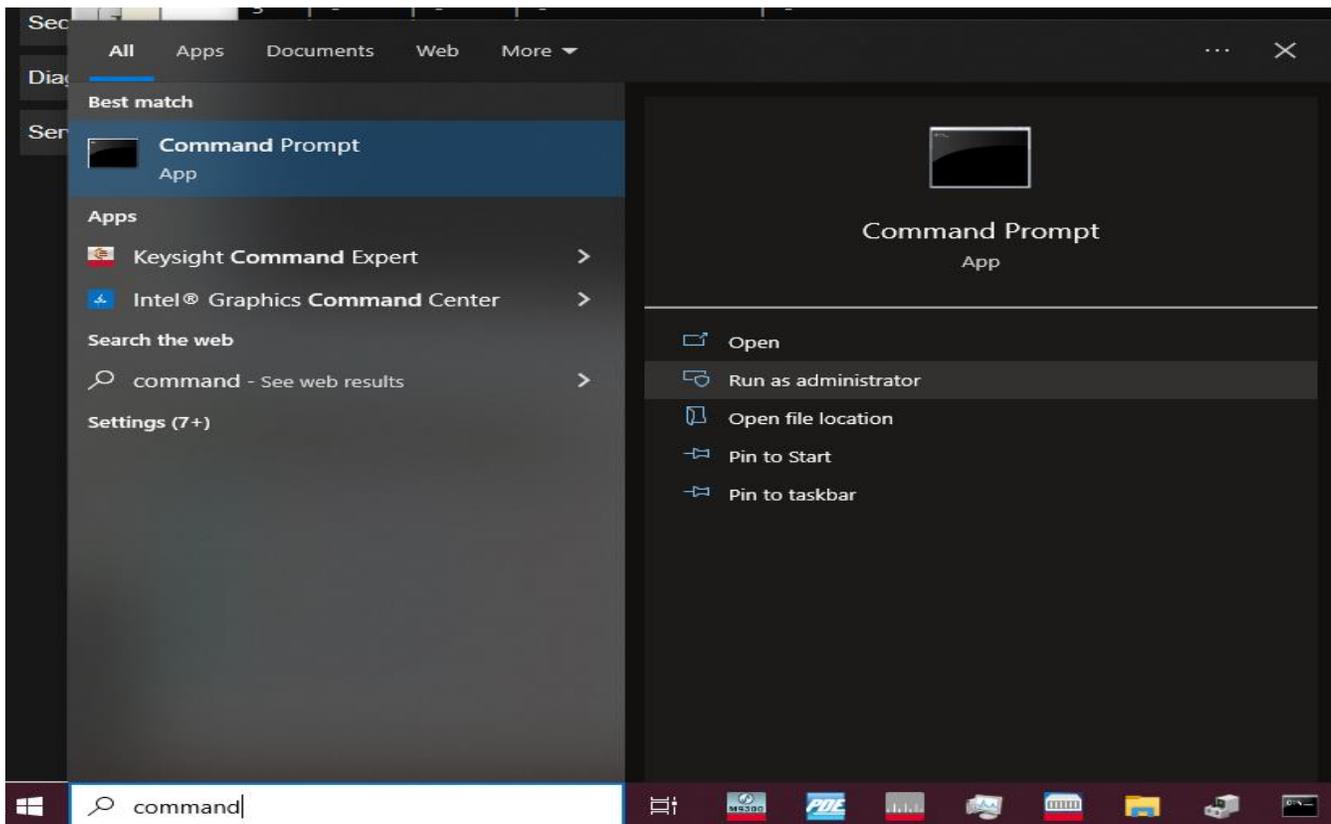
It was discovered that the trigger bridge of the firmware was displaying the incorrect User Code, which generated the above error and prevented the chassis SFP from being opened.

Solution/Action:

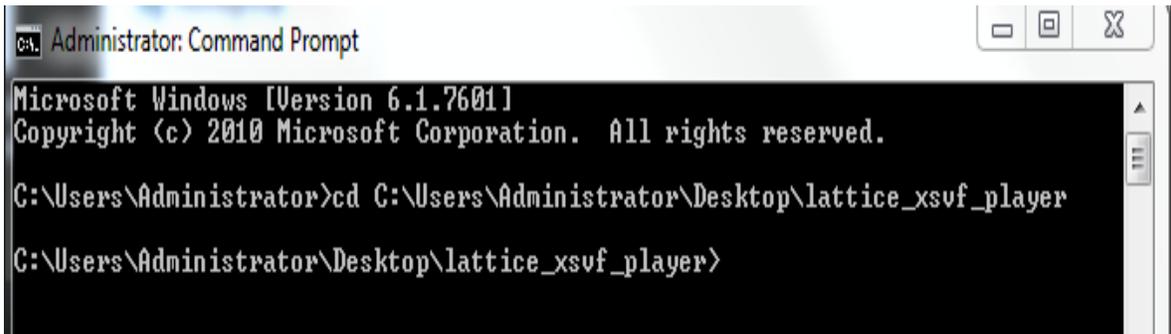
The user must program the left bridge trigger using the "lattice\_xsvf\_player" program tool. See the Syntax.txt file located in the zipped Lattice for how to run the tool. **Program the trigger bridge 2 times to ensure it is working properly.**

### **How to use Lattice xscf program tool**

1. Download the entire folder contents into your test PC: [Trigger Bridge Programmer](#)
2. On the test PC that has the chassis hooked up, open a Command Prompt as Administrator or Run Elevated



3. In the Command Prompt, cd to the folder where you had copied the file contents from above. In the example below, we placed it in the C:\Users\Administrator\Desktop\lattice\_xcsf\_player.

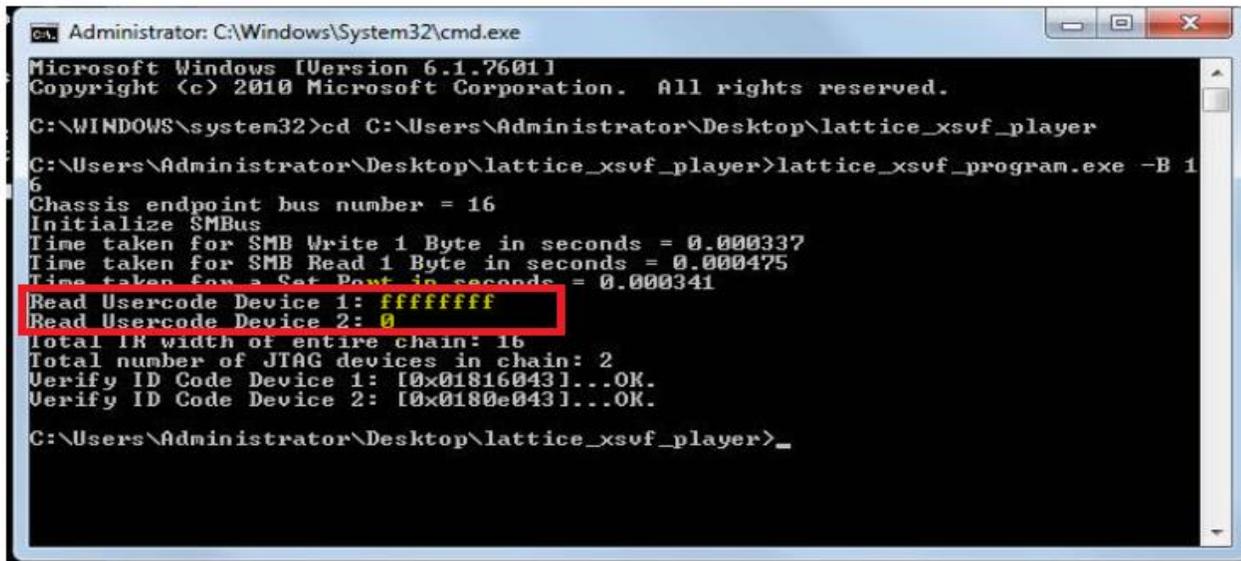


```
Administrator: Command Prompt
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2010 Microsoft Corporation. All rights reserved.

C:\Users\Administrator>cd C:\Users\Administrator\Desktop\lattice_xsvf_player

C:\Users\Administrator\Desktop\lattice_xsvf_player>
```

4. Run lattice\_xsvf\_program.exe -B <Chassis endpoint bus number> To check the left and right bridge (Device 1-right) (Device 2-left).



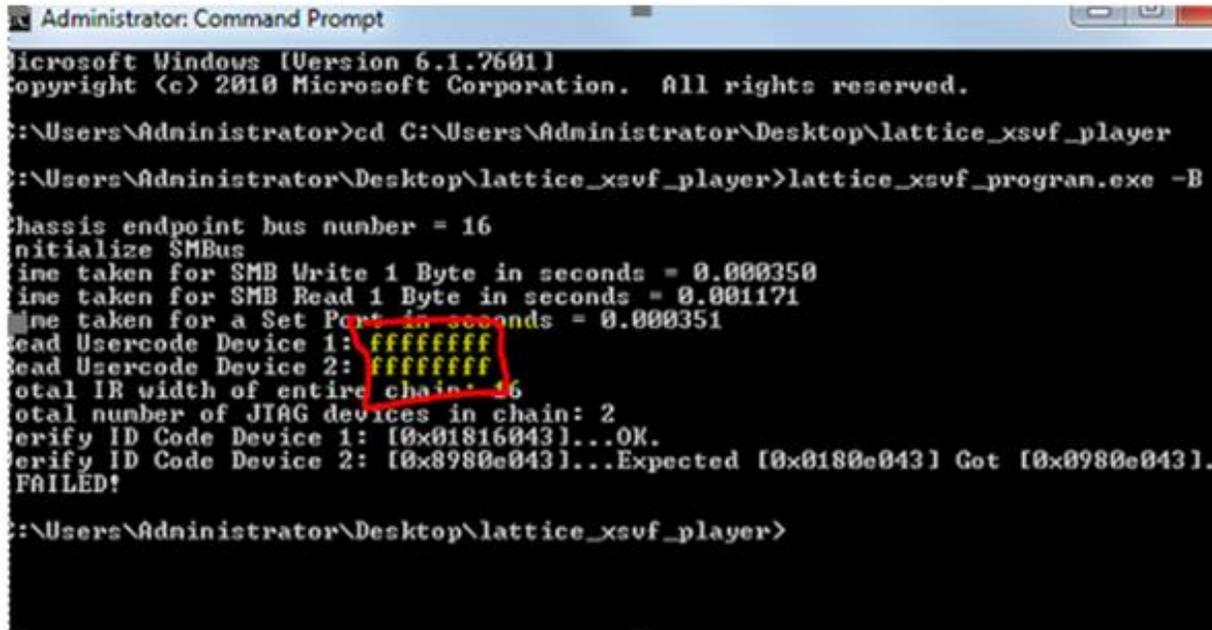
```
Administrator: C:\Windows\System32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2010 Microsoft Corporation. All rights reserved.

C:\WINDOWS\system32>cd C:\Users\Administrator\Desktop\lattice_xsvf_player

C:\Users\Administrator\Desktop\lattice_xsvf_player>lattice_xsvf_program.exe -B 16
Chassis endpoint bus number = 16
Initialize SMBus
Time taken for SMB Write 1 Byte in seconds = 0.000337
Time taken for SMB Read 1 Byte in seconds = 0.000475
Time taken for a Set Point in seconds = 0.000341
Read Usercode Device 1: ffffffff
Read Usercode Device 2: 0
Total IR width of entire chain: 16
Total number of JTAG devices in chain: 2
Verify ID Code Device 1: [0x01816043]...OK.
Verify ID Code Device 2: [0x0180e043]...OK.

C:\Users\Administrator\Desktop\lattice_xsvf_player>_
```

- This step will force trigger left bridge to (ffffff). Run this: `lattice_xsvf_program.exe -B <Chassis endpoint bus number> Left_ProgramOnly_TriggerBridge_M9019A_D5FFCA38.xsvf`.



```
Administrator: Command Prompt
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2010 Microsoft Corporation. All rights reserved.

C:\Users\Administrator>cd C:\Users\Administrator\Desktop\lattice_xsvf_player
C:\Users\Administrator\Desktop\lattice_xsvf_player>lattice_xsvf_program.exe -B
Chassis endpoint bus number = 16
Initialize SMBus
Time taken for SMB Write 1 Byte in seconds = 0.000350
Time taken for SMB Read 1 Byte in seconds = 0.001171
Time taken for a Set Port in seconds = 0.000351
Read Usercode Device 1: ffffffff
Read Usercode Device 2: ffffffff
Total IR width of entire chain: 16
Total number of JTAG devices in chain: 2
Verify ID Code Device 1: [0x01816043]...OK.
Verify ID Code Device 2: [0x8980e043]...Expected [0x0180e043] Got [0x8980e043].
FAILED!

C:\Users\Administrator\Desktop\lattice_xsvf_player>
```

- Re-open the chassis Soft Front Panel and ensure the Soft Front Panel opens correctly.

Revision History:

Date	Service Note Revision	Author	Reason for Change
10 Oct 2023	01	DF	As Published