

M9019A-02

Modification Recommended Service Note

Supersedes:
NONE

M9019A PXIe Chassis: 18-slot, 3U, 24 GB/s, Gen 3

Serial Numbers: TW61223230-TW61223614, TW61223616-TW61223639, TW61223641-TW61223652,
TW61223655-TW61223665, TW61223667-TW61223717, TW61223719-TW61223742,
TW61223744-TW61223769, TW61223771-TW61223781, TW61223783-TW62010152

Manufacturing ID Number: 1C61220101 – 1C62010052

Chassis Soft Front Panel froze when used with M9411A/M9414A/M5302A/E6681A modules and exposed to +/-4kV ESD event in EU, UK, or South Korea.

Parts Required:

P/N	Description	Qty.
M9019-69101	Refurbished M9019A PXIe Chassis Assembly, 18-slot, Exch.	1
or		
M9019-66101	M9019A PXIe Chassis Assembly, 18-slot	1

ADMINISTRATIVE INFORMATION

ACTION	X ON SPECIFIED FAILURE	STANDARDS			
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	0.5 Hours		
LOCATION	X CUSTOMER INSTALLABLE	SERVICE:	X RETURN	USED	X RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP	PARTS:	<input type="checkbox"/> SCRAP
	X SERVICE CENTER		<input type="checkbox"/> SEE TEXT		<input type="checkbox"/> SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS				
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	July 31, 2023		
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	BL		
	X Calibration NOT Required	AUTHOR:	TP		

ADDITIONAL INFORMATION:

Situation:

It has been found that the affected chassis Soft Front Panel (SFP) will freeze when all the conditions below are met:

- 1. Chassis is used with M9411A, M9414A, M5302A, and/or E6681A modules.
- 2. System is in Europe, United Kingdom, or South Korea region.
- 3. System is subjected to a +/-4kV ESD event.

Solution/Action:

Only perform one of the below actions if ALL conditions above are met:

- 1. Power cycle the system to unfreeze the SFP.
- 2. Or replace the chassis core by ordering the M9019A PXIe Chassis Assembly (M9019-69101 or M9019-66101). Refer to “Replacing the Defective Core Assembly” section in the [**Keysight PXIe Chassis Family Service Guide**](#) for instructions on how to replace the core assembly.

Revision History:

Date	Service Note Revision	Author	Reason for Change
30 Jun 2022	01	TP	As Published