

M9038A-02

Information Only Service Note

Supersedes:
NONE

M9038A PXIe High Performance Embedded Controller: 6-Core

Serial Numbers: TW00000000-TW62500000

Manufacturing ID Numbers: 1C00000000- 1C62500000

Licensing errors when used with Keysight Licensing Software

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

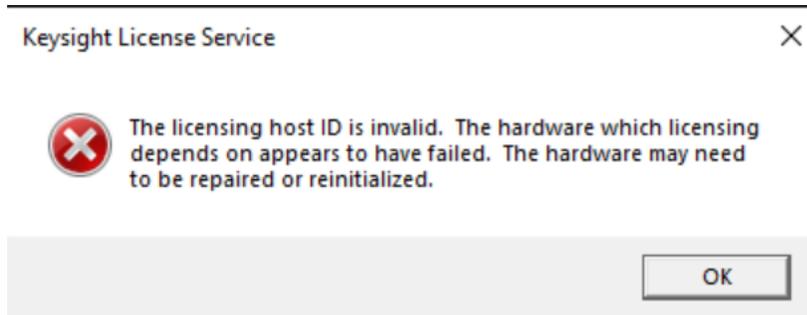
Calibration Required
 Calibration NOT Required

PRODUCT LINE: BL
AUTHOR: TP

ADDITIONAL INFORMATION:

Situation:

It has been found that the affected M9038A listed above would encounter errors when working with products that require Keysight licenses. One of the most common errors is shown below.

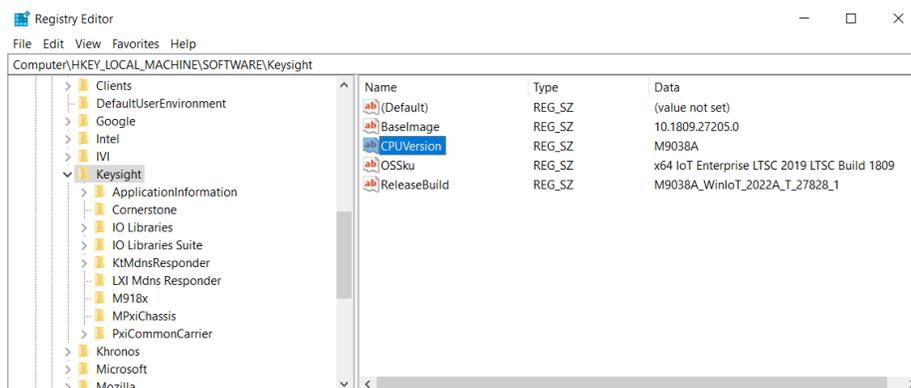


Solution/Action:

The affected M9038A's registry entry needs to be edited prior to running any Keysight licensing software on the embedded controller. If the licensing software ran and failed before the steps below were taken in the affected M9038A of this service note, the M9038A SSD has to be restored to its factory image before the steps below can be performed again. Refer to section "Restoring Drive C to Factory Default System Image" in the [M9038A User Guide](http://www.keysight.com/find/M9038A) from www.keysight.com/find/M9038A for detail on how to restore to factory image.

Follow the steps below to change the registry value.

1. In the search box on the taskbar at the Desktop, type "regedit". Then, select the top result for Registry Editor. You can also open the Registry Editor by press and hold or right-click the Start Windows logo Start button, then select Run. Enter "regedit" in the Open: box and select OK.
2. Navigate to Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Keysight\CPUVersion.
3. Change the value in CPUVersion from "Nimitz 3.5 or 4 HP" to "M9038A".



4. Restart the M9038A by going to Start → Restart.
5. Install and run the licensing software that user needs to work with, such as XApps for VXT or 89600 VSA.

Revision History:

Date	Service Note Revision	Author	Reason for Change
06 Dec 2022	01	TP	As Published