

M9038A-03

Information Only Service Note

Supersedes:
NONE

M9038A PXIe High Performance Embedded Controller: 6-Core

Serial Numbers: TW00000000-TW62130170

Manufacturing ID Number: 1C00000000-1C62130169

Intermittent loss of 10GbE LAN connection with code 43 error displayed in Device Manager.

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

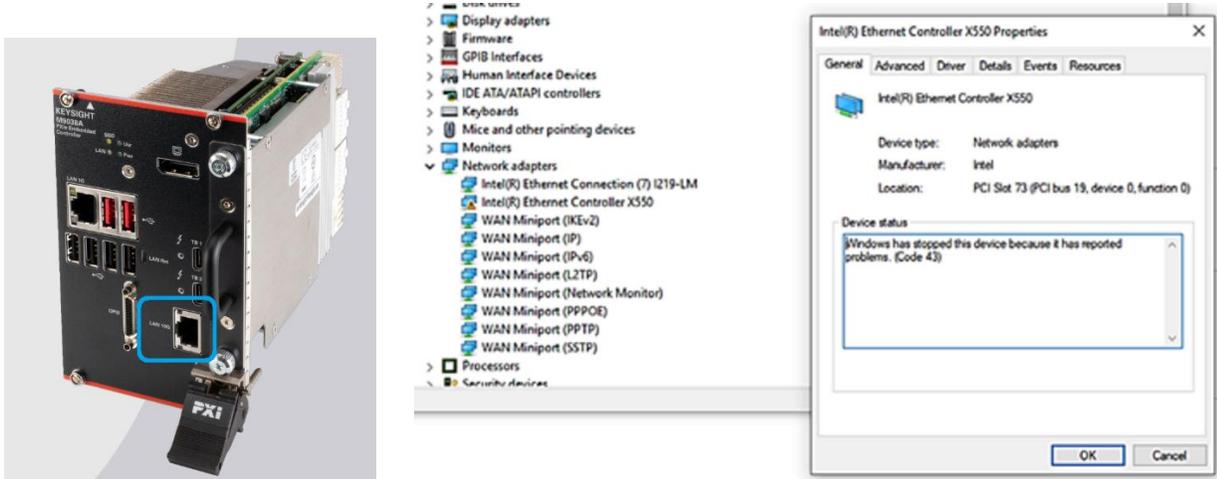
Calibration Required
 Calibration NOT Required

PRODUCT LINE: BL
AUTHOR: TP

ADDITIONAL INFORMATION:

Situation:

It has been found that some of the affected M9038A embedded controller listed above could encounter intermittent loss of the 10GbE X550 Intel Ethernet Controller (LAN 10G) connection resulting in Code 43 error in Windows Device Manager.



Solution/Action:

Follow the steps below to update the PCIe Switch EEPROM to resolve the issue.

1. Download and unzip the M9038ProgramEeprom.zip file at <https://www.keysight.com/my/en/assets/9923-01176/miscellaneous/M9038ProgramEeprom.zip>.
2. Open a Command Prompt window as Administrator. You can do this at the Windows Start, type "cmd", right click on the "Command Prompt" app and select "Run as administrator".
3. In the Command Prompt window, navigate to where you unzipped the M9038ProgramEeprom.zip contents.
4. Type "M9038ProgramEeprom.exe" to run the M9038ProgramEeprom.exe file.
5. After it's done running, you should see the output similar to image below showing **Verification successful!**
6. Go to Start → Restart to reboot the embedded controller.

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Administrator: Command Prompt

C:\Temp\M9038ProgramEeprom_v3>M9038ProgramEeprom.exe
Loading Kernel driver
64bit version
Current FW version 0x81 needs to be updated. Proceeding with update.
bar0:0x6e400000====[START] EEPROM info read from file M9038_PCIE_V3_12162022_fixedtune_port9_NIC.bin...
File size: 140
Write Data: 0084005a to EEPROM offset 0
Write Data: 000100c3 to EEPROM offset 4
Write Data: 01aa8000 to EEPROM offset 8
Write Data: 13121310 to EEPROM offset 12
Write Data: a5a500c7 to EEPROM offset 16
Write Data: 00d8c3c3 to EEPROM offset 20
Write Data: 00000000 to EEPROM offset 24
Write Data: 080002fa to EEPROM offset 28
Write Data: 22fa0000 to EEPROM offset 32
Write Data: 00000800 to EEPROM offset 36
Write Data: 080026fa to EEPROM offset 40
Write Data: 2afa0000 to EEPROM offset 44
Write Data: 00000800 to EEPROM offset 48
Write Data: 080042fa to EEPROM offset 52
Write Data: 46fa0000 to EEPROM offset 56
Write Data: 00000800 to EEPROM offset 60
Write Data: 08004afa to EEPROM offset 64
Write Data: 4efa0000 to EEPROM offset 68
Write Data: 00000800 to EEPROM offset 72
Write Data: 15bc002a to EEPROM offset 76
Write Data: 00a7fe38 to EEPROM offset 80
Write Data: a038a003 to EEPROM offset 84
Write Data: 71002088 to EEPROM offset 88
Write Data: 2efa4000 to EEPROM offset 92
Write Data: 00000800 to EEPROM offset 96
Write Data: 15bc282a to EEPROM offset 100
Write Data: 2446fe38 to EEPROM offset 104
Write Data: 88888888 to EEPROM offset 108
Write Data: 88882447 to EEPROM offset 112
Write Data: 22ff8888 to EEPROM offset 116
Write Data: 80ca8500 to EEPROM offset 120
Write Data: b5b422ff to EEPROM offset 124
Write Data: 22f680ca to EEPROM offset 128
Write Data: ce020202 to EEPROM offset 132
Write Data: b0224036 to EEPROM offset 136

====[END] EEPROM write complete

====[START] Verify EEPROM
EEPROM size: 140 bytes
Offset 0 data read: 0084005a, expected 0084005a
Offset 4 data read: 000100c3, expected 000100c3
Offset 8 data read: 01aa8000, expected 01aa8000
Offset 12 data read: 13121310, expected 13121310
Offset 16 data read: a5a500c7, expected a5a500c7
Offset 20 data read: 00d8c3c3, expected 00d8c3c3
Offset 24 data read: 00000000, expected 00000000
Offset 28 data read: 080002fa, expected 080002fa
Offset 32 data read: 22fa0000, expected 22fa0000
Offset 36 data read: 00000800, expected 00000800
Offset 40 data read: 080026fa, expected 080026fa
Offset 44 data read: 2afa0000, expected 2afa0000
Offset 48 data read: 00000800, expected 00000800
Offset 52 data read: 080042fa, expected 080042fa
Offset 56 data read: 46fa0000, expected 46fa0000
Offset 60 data read: 00000800, expected 00000800
Offset 64 data read: 08004afa, expected 08004afa
Offset 68 data read: 4efa0000, expected 4efa0000
Offset 72 data read: 00000800, expected 00000800
Offset 76 data read: 15bc002a, expected 15bc002a
Offset 80 data read: 00a7fe38, expected 00a7fe38
Offset 84 data read: a038a003, expected a038a003
Offset 88 data read: 71002088, expected 71002088
Offset 92 data read: 2efa4000, expected 2efa4000
Offset 96 data read: 00000800, expected 00000800
Offset 100 data read: 15bc282a, expected 15bc282a
Offset 104 data read: 2446fe38, expected 2446fe38
Offset 108 data read: 88888888, expected 88888888
Offset 112 data read: 88882447, expected 88882447
Offset 116 data read: 22ff8888, expected 22ff8888
Offset 120 data read: 80ca8500, expected 80ca8500
Offset 124 data read: b5b422ff, expected b5b422ff
Offset 128 data read: 22f680ca, expected 22f680ca
Offset 132 data read: ce020202, expected ce020202
Offset 136 data read: b0224036, expected b0224036
Verification successful!

====[END] Verify EEPROM

C:\Temp\M9038ProgramEeprom_v3>

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Revision History:

Date	Service Note Revision	Author	Reason for Change
26 Jan 2023	01	TP	As Published