

# Modification Recommended Service Note

Supersedes:  
NONE

## M9038A PXIe High Performance Embedded Controller: 6-Core

Serial Numbers: TW62500543 to TW62500664  
 Manufacturing ID Number: 1C62500547 to 1C62500665

Cannot boot into Microsoft Windows when rebooted in an M9010A chassis

**Parts Required:**

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

ACTION	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS	
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	0.5 Hours
LOCATION	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE ( <b>No Parts involved</b> )	SERVICE:	<input type="checkbox"/> RETURN
	<input checked="" type="checkbox"/> SERVICE CENTER	INVENTORY:	<input type="checkbox"/> SCRAP
CATEGORY:	<input type="checkbox"/> ON-SITE ( <i>active On-site contract required</i> )		<input checked="" type="checkbox"/> SCRAP
	<input type="checkbox"/> CHANNEL PARTNERS		<input checked="" type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	February 1, 2026
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	BL
	<input checked="" type="checkbox"/> Calibration NOT Required	AUTHOR:	TP

ADDITIONAL INFORMATION:

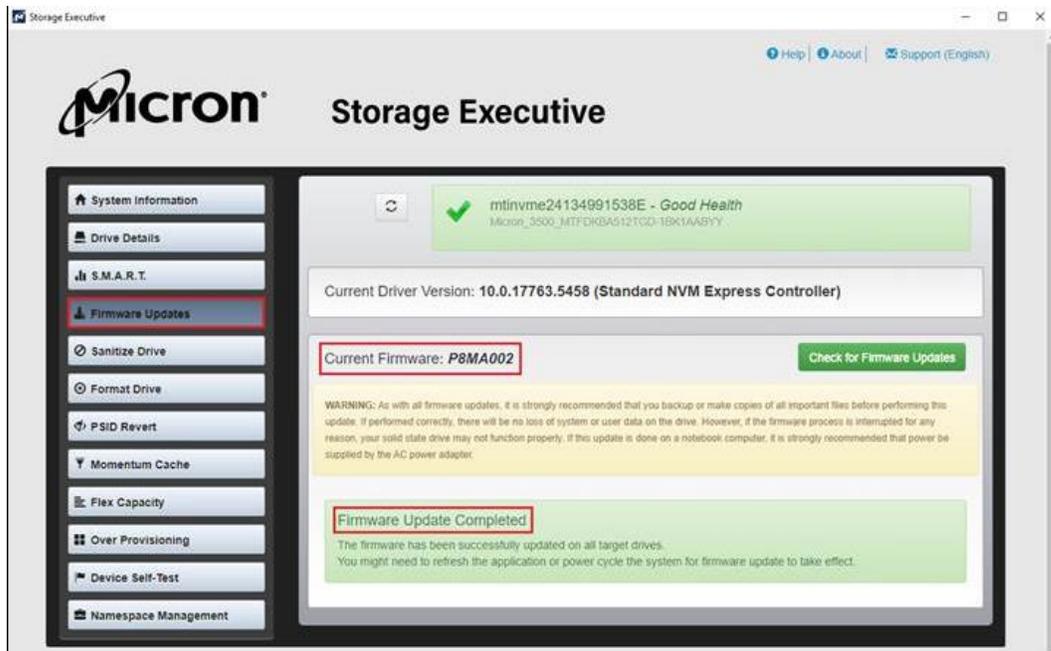
## Situation:

It has been found that the affected M9038A embedded controllers listed above cannot boot into Microsoft Windows after reboot when used with the M9010A Keysight PXIe chassis.

## Solution/Action:

The solid-state drive (SSD) firmware (FW) needs to be updated to version P8MA002 to resolve the issue. Follow the steps below to update the SSD FW to version P8MA002.

1. If you do not have another type of Keysight PXIe chassis (e.g. M9019A or M9046A) to use, power down the system, detach the power cable from the chassis, and wait 6 hours before booting up again.
2. Download file **3500-NonSED-P8MA002.zip** from <https://www.keysight.com/my/en/assets/9925-01023/miscellaneous/3500-NonSED-P8MA002.zip> and place it at the **Desktop**.
3. Download and install **Storage Executive Software** at <https://my.micron.com/content/dam/micron/global/public/products/software/storage-executive-software/storageexecutive-windows.exe>.
4. As Administrator, run the **storageexecutive-windows.exe** file.
5. Navigate to **Firmware Updates** tab at the left of the screen.
6. Click the **Choose File** option and locate the **3500-NonSED-P8MA002.zip** FW package file at the **Desktop**.
7. Click **Update Firmware Now**. Image below shows a successful update of the FW.



8. After it is done, do a full cycle power of the system.

Revision History:

Date	Service Note Revision	Author	Reason for Change
13 Jan 2025	01	TP	As Published