

Modification Available Performance Enhancement Service Note

Supersedes:
NONE

M9046A PXIe Chassis: High-Power, 18-slot, 24 GB/s

Serial Numbers: TW000000000 - TW65100105
Manufacturing ID Number: 1C000000000 - 1C65120105

Host controller freezes up when system is powered up with M9393A modules in the chassis.

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

<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 when M9393A modules are used in the affected M9046A chassis, the host controller would freeze up after power on.

Solution/Action:

Follow the steps below to resolve the issue.

- 1. Update the M9393A modules firmware from version v2.1.1006.3 or later.
 - a. Navigate to <http://www.keysight.com/find/M9393A>.
 - b. Click on Visit Technical Support → Drivers, Firmware and Software → [M9393A PXIe Performance Vector Signal Analyzer Instrument Drivers](#).
 - c. Follow the instructions there to install the drivers version v2.1.1006.3 or later.
 - d. Open the Keysight M9393A PXIe Receiver Soft Front Panel.
 - e. Click Utilities → Firmware Update.
 - f. At the screen, click Update.
- 2. Update the chassis firmware to version 2024A or later.
 - a. Navigate to <http://www.keysight.com/find/M9046A>.
 - b. Click on Visit Technical Support → Drivers, Firmware and Software → [M9046A Chassis Firmware](#).
 - c. Follow the instructions there to update the firmware version 2024A or later.

Revision History:

Date	Service Note Revision	Author	Reason for Change
27 Mar 2025	01	TP	As Published