

Modification Recommended Service Note

Supersedes:
NONE

M9156C PXI Hybrid Dual Transfer Switch

Serial Numbers: TH60450001 – TH61350152

The Problem – The cycle count of the unit is abnormally high. Fresh units from the factory have a cycle count of 16777215 cycles. This number is the default value for the EEPROM that stores the cycle count information. Due to a factory process issue, the cycle count was not reset. When users start using the switch, the cycle count starts from 16777215 onwards.

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

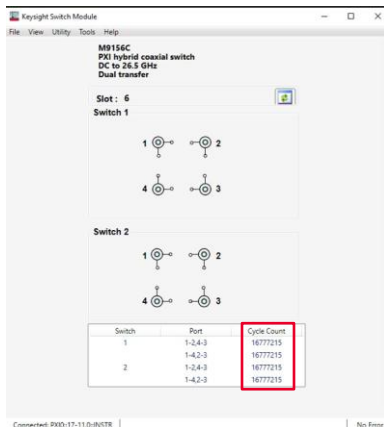
ACTION <input type="checkbox"/> ON SPECIFIED FAILURE		STANDARDS	
CATEGORY: <input type="checkbox"/> AGREEABLE TIME		LABOR: 0.5 Hours	
LOCATION	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE (No Parts involved)	SERVICE:	<input type="checkbox"/> RETURN
	<input type="checkbox"/> SERVICE CENTER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

ADDITIONAL INFORMATION:
User to clear cycle count per Action below. No unit return.

Situation:

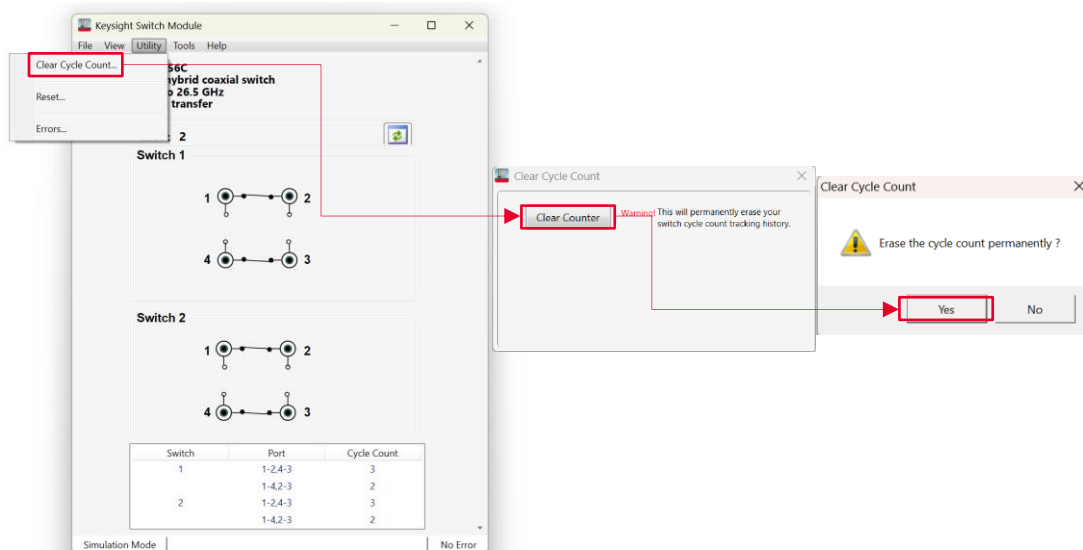
The cycle count of the unit is abnormally high. Fresh units from the factory have a cycle count of 16777215 cycles. This number is the default value for the EEPROM that stores the cycle count information. Due to a factory process issue, the cycle count was not reset. When users start using the switch, the cycle count starts from 16777215 onwards.

Rest assured that there is no impact on quality and function. The unit can work normally even with this high cycle count.



Solution/Action:

Clear the Cycle count using the Soft Front Panel (Keysight Switch Module)
Utility -> Clear Cycle Count -> Clear Counter -> Yes



Revision History:

Date	Service Note Revision	Author	Reason for Change
21 May 2025	01	CT	As Published