

MODIFICATION RECOMMENDED

M9505A-02

S E R V I C E N O T E

Supersedes:
NONE

M9505A AXIe 5 slot Chassis

Serial Numbers: TW00000000 - TW51400205

Failure of modules to power up on 100-120V power line operation

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	<input type="checkbox"/> ON SPECIFIED FAILURE <input checked="" type="checkbox"/> AGREEABLE TIME	STANDARDS	LABOR: 1 Hour
LOCATION CATEGORY:	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNER	SERVICE INVENTORY: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: End of Support Life	
AUTHOR:	TP	PRODUCT LINE: BL	
ADDITIONAL INFORMATION:			

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Situation:

When M9505A is running on 100-120V power line, the power record in the EEPROM of the M9505A will be set to a value which may not allow five modules to power up. In this case, the M9505A will only support a configuration where the plug-in modules consume less than 830W of total module power, even though the power supply can support up to 1000W to the modules.

Solution/Action:

Update the firmware of the M9505A to version 1.3.23 or later which will reprogram the EEPROM power record to support 1000W for the modules at 100-120V power line operation. Refer to M9505A Firmware Update webpage for detail on how to update your chassis firmware.