

MODIFICATION RECOMMENDED

M9536A-02

**S E R V I C E N O T E**

Supersedes:  
NONE

M9536A - AXIe Embedded Controller

Serial Numbers: TW51460503 - TW52070515

Affected Model: Agilent Embedded Controller 1.01.15726.0 (64-bit) and 1.01.15730.0 (32-bit)  
(Can be viewed in the System Properties)

Error occurs when running Agilent Recovery System

Parts Required:

| P/N  | Description | Qty. |
|------|-------------|------|
| NONE |             |      |

ADMINISTRATIVE INFORMATION

|                                 |   |  |   |
|---------------------------------|---|--|---|
| SERVICE NOTE CLASSIFICATION:    |   |  |   |
| <b>MODIFICATION RECOMMENDED</b> |   |  |   |
| ACTION CATEGORY:                | <input type="checkbox"/> ON SPECIFIED FAILURE<br><input checked="" type="checkbox"/> AGREEABLE TIME   | STANDARDS  | LABOR: 0.5 Hours  |
| LOCATION CATEGORY:              | <input checked="" type="checkbox"/> CUSTOMER INSTALLABLE<br><input type="checkbox"/> ON-SITE<br><input type="checkbox"/> SERVICE CENTER<br><input type="checkbox"/> CHANNEL PARTNER | SERVICE INVENTORY: <input type="checkbox"/> RETURN<br><input type="checkbox"/> SCRAP<br><input checked="" type="checkbox"/> SEE TEXT | USED PARTS: <input type="checkbox"/> RETURN<br><input type="checkbox"/> SCRAP<br><input checked="" type="checkbox"/> SEE TEXT |
| AVAILABILITY:                   | PRODUCT'S SUPPORT LIFE  | NO CHARGE AVAILABLE UNTIL: April 10, 2013  |   |
| AUTHOR:                         | TP  | PRODUCT LINE: BL   |   |
| ADDITIONAL INFORMATION:         |   |  |   |

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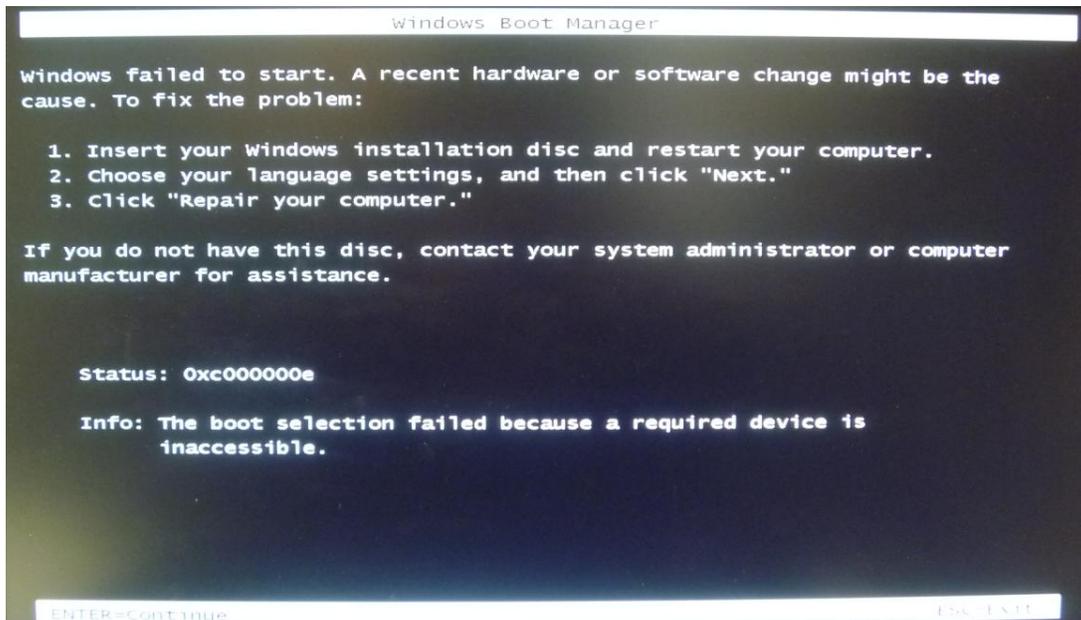
April 10, 2012

Rev. 19



**Situation and Solutions:**

It has been found that M9536A affected model described above will not allow users to run Agilent Recovery System. When users try to run the Agilent Recovery System at the Windows Boot Manager upon booting the M9536A, they get the following error:

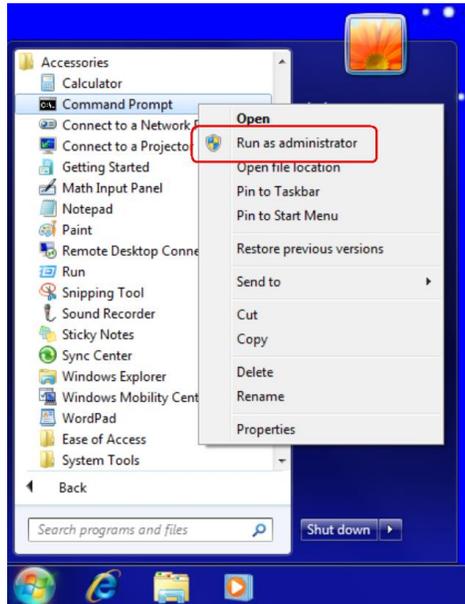


There are 2 situations explained below to resolve this issue. Please use the appropriate procedures below to help you recover based on your situation.

**Situation and Solution #1: Working Windows Operating System**

Users are recommended to run the setBCD.bat file from Windows as soon as possible to prevent this issue from happening in the future when they want to run the Agilent Recovery System. Note that after each time the Agilent Recovery System is run, users will need to re-run the setBCD.bat file again to prevent this issue on the next recovery run. Please follow the procedures below to run the setBCD.bat file from Windows:

1. Press on the Start button and right click on Command Prompt
2. Select Run as administrator



3. At the Administrator: Command Prompt window, cd to “C:\Agilent\Scripts”
4. Then type in “SetBCD.bat” and press Enter
5. After the two notifications of “The operation completed successfully.”, you may close the Command Prompt window.

 A screenshot of an Administrator Command Prompt window. The window title is 'Administrator: Command Prompt'. The text inside the window shows the following commands and output:
 

```

Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\WINDOWS\system32>cd\
C:\>cd Agilent\Scripts
C:\Agilent\Scripts>SetBCD.bat
The operation completed successfully.
The operation completed successfully.
C:\Agilent\Scripts>
  
```

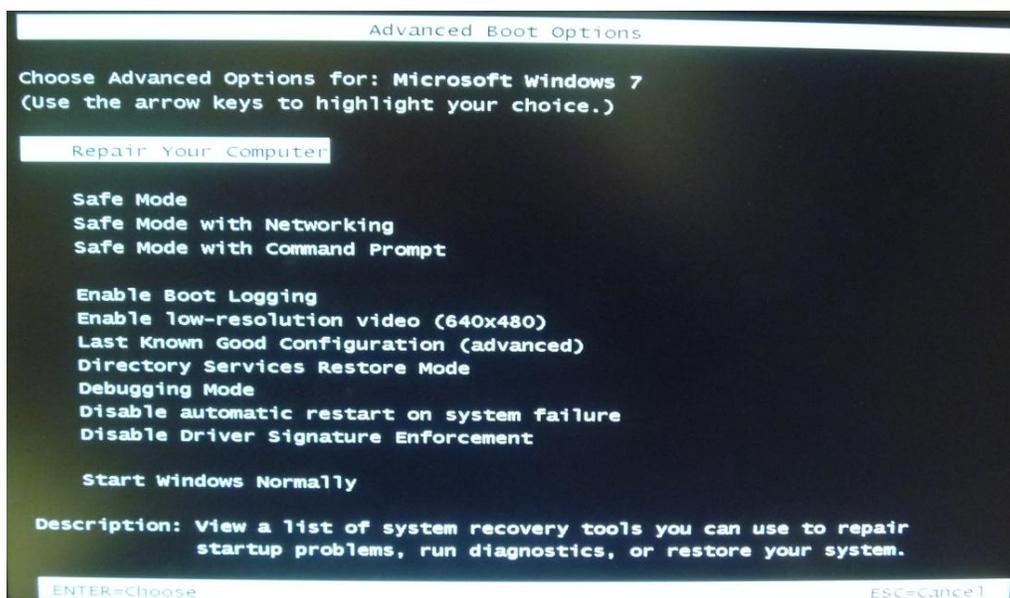
### Situation and Solution #2: Corrupted Windows Operating System but “Safe Mode with Command Prompt” is Accessible

Users who have corrupted Windows but are able to access to the Advanced Boot Options, they can run the setBCD.bat file from “Safe Mode with Command Prompt”. Please follow the procedures below to run the setBCD.bat file from “Safe Mode with Command Prompt”:

1. Press F8 at the Windows Boot Manager screen to enter into the Advanced Boot Options



2. At the Advanced Boot Options screen, select “Safe Mode with Command Prompt” and press Enter.



3. At the Safe Mode Administrator: cmd.exe window, cd to “C:\Agilent\Scripts”
4. Then type in “SetBCD.bat” and press Enter
5. After the two notifications of “The operation completed successfully.”, you may press Ctrl+Alt+Del to restart the computer.



```
Safe Mode Microsoft (R) Windows (R) (Build 7601: Service Pack 1)
C:\WINDOWS\system32>cd \
C:\>cd Agilent\Scripts
C:\Agilent\Scripts>SetBCD.bat
The operation completed successfully.
The operation completed successfully.
C:\Agilent\Scripts>
```

- The fix is in place now after the setBCD.bat file is run. At the Windows Boot Manager, you may select Agilent Recovery System to start the recovery process.

