Information Only Service Note

M9018B PXIe Chassis: 18 Slot, 3U, 8 GB/s

Serial Numbers: ALL
Manufacturing ID Number: ALL

M9018B Soft Front Panel displays Unexpected Internal Software Error (BFFA0018)

Parts Required: None

ADMINISTRATIVE INFORMATION

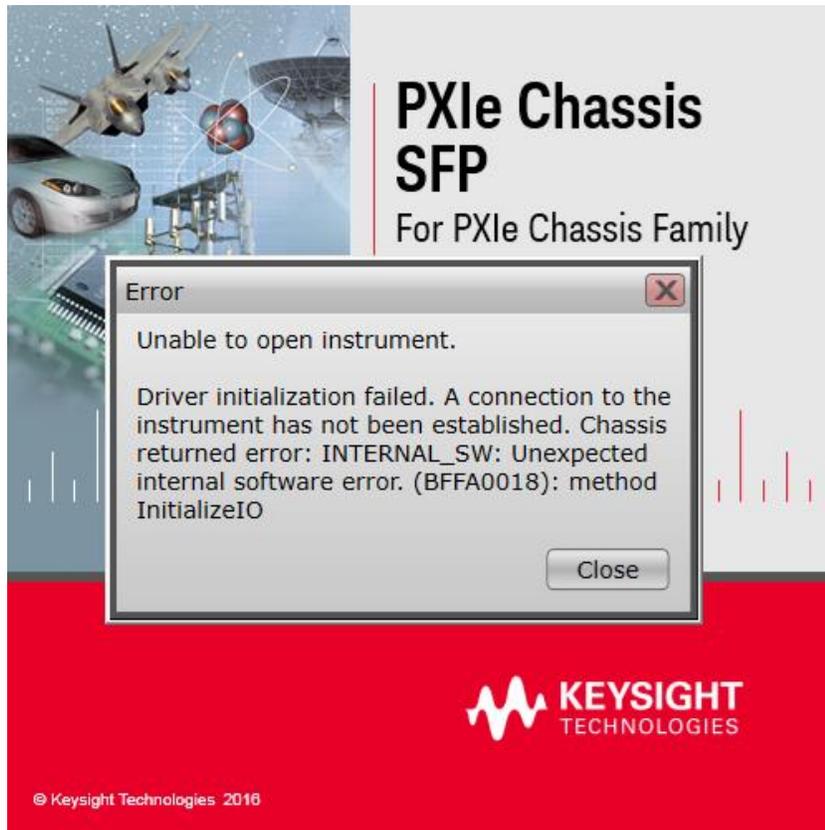|	
[[]] Calibration Required	PRODUCT LINE: BL
X Calibration NOT Required	AUTHOR: TP

ADDITIONAL INFORMATION:

Situation:

It has been found that when connected to the M9018B and the Soft Front Panel was opened, the below Soft Front Panel error is displayed:

Solution/Action:
Follow the steps below to resolve the error.

1. Install drivers version 1.7.925.1 or later at the chassis product website http://www.keysight.com/find/M9018B, navigate to Technical Support > Drivers, Firmware and Software > PXIe Chassis Family Drivers.
2. Cycle power the system after the update is done.

Revision History:

Date	Service Note Revision	Author	Reason for Change
11 Jan 2024	01	TP	As Published