Modification Recommended Service Note

Supersedes:
M9019A-02

M9019A PXIe Chassis: 18-slot, 3U, 24 GB/s, Gen 3

Serial Numbers: TW61223230-TW61223614, TW61223616-TW61223639, TW61223641-TW61223652, TW61223655-TW61223665, TW61223667-TW61223717, TW61223719-TW61223742, TW61223744-TW61223769, TW61223771-TW61223781, TW61223783-TW62010152
Manufacturing ID Number: 1C61220101 – 1C62010052

Chassis Soft Front Panel froze when used with M9411A/M9414A/M5302A/E6681A modules and exposed to +/-4kV ESD event in EU, UK, or South Korea.

Parts Required:

P/N	Description	Qty.
M9019-69101	Refurbished M9019A PXIe Chassis Assembly, 18-slot, Exch.	1
or		
M9019-66101	M9019A PXIe Chassis Assembly, 18-slot	1

ADMINISTRATIVE INFORMATION

ACTION CATEGORY:	X ON SPECIFIED FAILURE [[]] AGREEABLE TIME	STANDARDS		LABOR: 0.5 Hours		
LOCATION CATEGORY:	[[]] CUSTOMER INSTALLABLE [[]] ON-SITE (active On-site contract required) X SERVICE CENTER [[]] CHANNEL PARTNERS	SERVICE INVENTORY:	X RETURN [[]] SCRAP [[]] SEE TEXT	USED PARTS:	[[]] RETURN X SCRAP [[]] SEE TEXT	
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: July 31, 2023				
	[[]] Calibration Required X Calibration NOT Required	PRODUCT LINE: BL AUTHOR: TP				

ADDITIONAL INFORMATION:

KEYSIGHT
TECHNOLOGIES

Situation:

It has been found that the affected chassis Soft Front Panel (SFP) will freeze when all the conditions below are met:

1. Chassis is used with M9411A, M9414A, M5302A, and/or E6681A modules.
2. System is in Europe, United Kingdom, or South Korea region.
3. System is subjected to a +/-4kV ESD event.

Solution/Action:

Only perform one of the below actions if ALL conditions above are met:

1. Power cycle the system to unfreeze the SFP.
2. Or replace the chassis core by ordering the M9019A PXIe Chassis Assembly (M9019-69101 or M9019-66101). Refer to "Replacing the Defective Core Assembly" section in the **Keysight PXIe Chassis Family Service Guide** for instructions on how to replace the core assembly.

Revision History:

Date	Service Note Revision	Author	Reason for Change
30 Jun 2022	01	TP	As Published
23 Aug 2022	02	TP	Set to scrap Used Parts