

M9019A-03

Information Only Service Note

Supersedes:
NONE

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

Serial Numbers: TW59102734-TW61223718

Manufacturing ID Number: 1C56230105-1C60370319

Code 10 errors under Device Manager for PCI Express to PCI/PCI-X Bridge when use with M9025A.

Parts Required:

P/N	Description	Qty.
NONE		

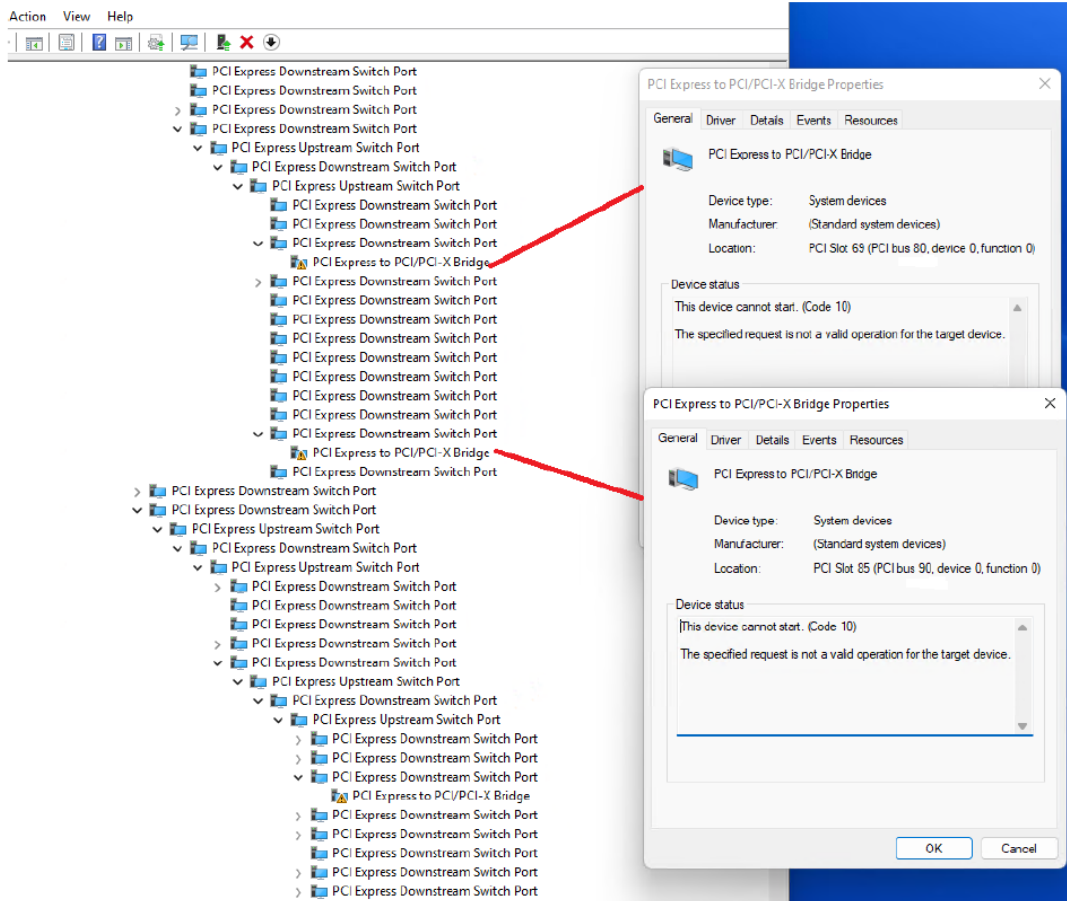
ADMINISTRATIVE INFORMATION

<input type="checkbox"/>	Calibration Required	PRODUCT LINE: BL
X	Calibration NOT Required	AUTHOR: TP

ADDITIONAL INFORMATION:

Situation:

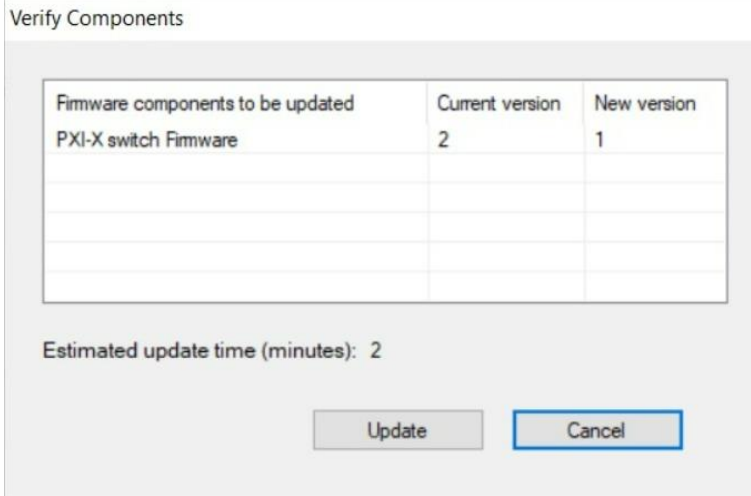
It has been found when the affected chassis are used with M9025A PXIe Thunderbolt System Module that the Device Manager would encounter code 10 errors under the PCI Express to PCI/PCI-X Bridge like picture below.



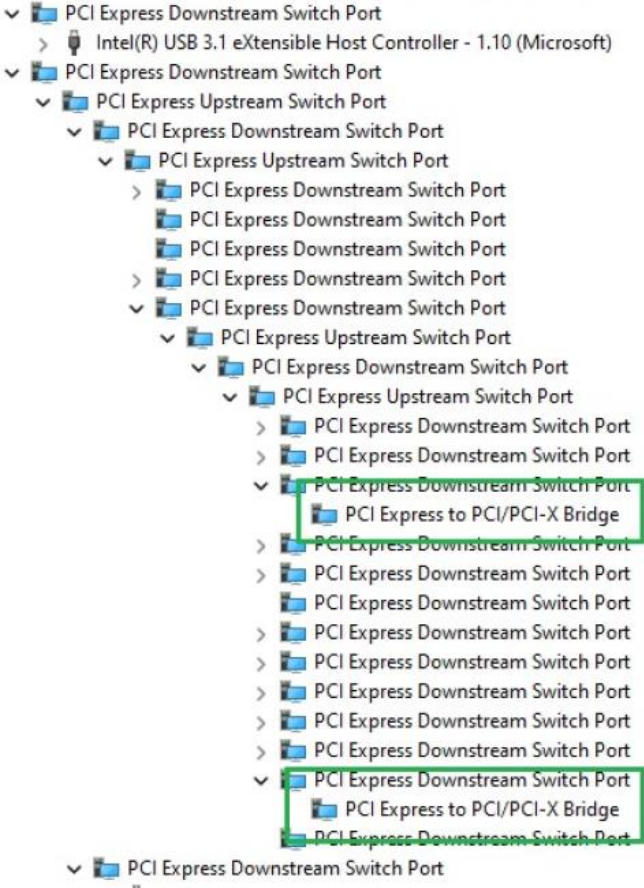
Solution/Action:

Follow the steps below to resolve the code 10 errors at the PCI Express to PCI/PCI-X Bridges.

1. Install drivers version 1.7.913.1 or later at the chassis product website www.keysight.com/find/M9019A, navigate to Technical Support > Drivers, Firmware and Software > PXIe Chassis Family Drivers.
2. After updating the drivers, run the update FW tool at the chassis product website www.keysight.com/find/M9019A, navigate to Technical Support > Drivers, Firmware and Software > Chassis Firmware.
 - a. When the *.bin file is run, it will detect the PXI-X switch Firmware needing to be updated like picture below. Press Update to update.



b. Cycle power the chassis after the update is done and the code 10 errors should be cleared.



Revision History:

Date	Service Note Revision	Author	Reason for Change
27 Jul 2023	01	TP	As Published