Information Only Service Note

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

Serial Numbers: TW60372800 - TW64140000
Manufacturing ID Number: 1C60370101 - 1C64140000

Chassis intermittently cannot power on when use with M9161D and/or Duagon F204 modules.

Parts Required:
P/N   Description   Qty.
NONE

ADMINISTRATIVE INFORMATION

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

ADDITIONAL INFORMATION:

KEYSIGHT
TECHNOLOGIES

Situation:

It has been found when the affected chassis are used with M9161D PXI Solid State Dual SP4T Switch Module and/or Duagon F204 M-Module Carrier Board for 1 Mezzanine Card that the chassis intermittently could not power on.

Solution/Action:

If application is used with M9161D (serial number MY61370083 and beyond) and/or F204 modules, follow the steps below to resolve the issue.

1. Uninstall the M9161D and/or F204 modules from the chassis.
2. Power up the chassis.
3. Install driver version 1.7.1032.1 or later at the chassis product website www.keysight.com/find/M9019A, navigate to Technical Support > Drivers, Firmware and Software > PXIe Chassis Family Drivers.

   NOTE: It is important to install driver version 1.7.1032.1 or later first before going to the next step below. DO NOT install firmware step below until you have driver version 1.7.1032.1 or later installed. Refer to M9010A-03, M9018B-06, and M9019A-05 service notes for detail.

4. Install firmware version 2023 or later at the chassis product website www.keysight.com/find/M9019A, navigate to Technical Support > Drivers, Firmware and Software > Chassis Firmware.
5. Power down the chassis, unplug the AC power cord, and wait 60 seconds.
6. Plug in the AC power cord, M9161D and/or F204 modules.
7. Power up the chassis and it should not have the issue anymore.

If application is used with M9161D (serial number MY61370082 or older), please contact Keysight Local Service Center (https://keysight.com/find/repair) for module repair under service note M9161D-01.

Revision History:

Date	Service Note Revision	Author	Reason for Change
08 Mar 2024	01	TP	As Published