Modification Recommended Service Note

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

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

Chassis fail to boot after FW update was done with driver version 1.7.913.1 or 1.7.925.1.

Parts Required:

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

ADMINISTRATIVE INFORMATION

ACTION CATEGORY:	X ON SPECIFIED FAILURE [[]] AGREEABLE TIME	STANDARDS LABOR: 0.5 Hours

LOCATION CATEGORY:	X SERVICE CENTER
	[[]] ON-SITE (active On-site contract required)
	[[]] CHANNEL PARTNERS
		SERVICE: X RETURN
		INVENTORY: [[]] SCRAP
		                    [[]] SEE TEXT
			USED X RETURN
			PARTS: [[]] SCRAP
			              [[]] SEE TEXT	

AVAILABILITY: PRODUCT'S SUPPORT LIFE   NO CHARGE AVAILABLE UNTIL: April 1, 2025

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

ADDITIONAL INFORMATION:

Situation:

It has been found that the affected chassis stated above could fail to boot after running firmware update using driver version 1.7.913.1 or 1.7.925.1.

Solution/Action:

If user wants to run firmware update, it is important to install driver version 1.7.1032.1 or later first before performing firmware update. DO NOT perform firmware update until you have driver version 1.7.1032.1 or later installed. 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.

The chassis core needs to be replaced if chassis failed to boot up after firmware is updated using driver version 1.7.913.1 or 1.7.925.1. Please contact Keysight Local Service Center (https://keysight.com/find/repair) for repair under this service note.

Revision History:

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