

M9036A-01B

S E R V I C E N O T E

Supersedes:
M9036A-01A

M9036A PXIe Embedded Controller

Serial Numbers: ALL

Exchange Refurbish Embedded Controller Assembly Repair Strategy for M9036A

Parts Required:

P/N	Description	Qty.
M9036-69103	18-slot PXIe Refurbished Exchange Unit Assembly(exclude fan assembly)-exch	1

Equipment Required to Perform the Repair:

P/N	Description	Qty.
M9018A	PXIe Embedded controller: 18-slot, 3U, 8GB/s	1
Y1208A	Spare hard drive with pre-imaged Win7 64-bit OS <i>(Note: Required if not included in customer defective embedded controller)</i>	1
M9036-55501	RAM, PXIe Embedded PC Controller 4GB <i>(Note: Required if not included in customer defective embedded controller)</i> Monitor, Keyboard, Mouse, and LAN cable	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:	
INFORMATION ONLY INTERNAL ONLY DOCUMENT	
<input type="checkbox"/> Calibration Required <input checked="" type="checkbox"/> Calibration NOT Required	PRODUCT LINE: BL AUTHOR: gls
ADDITIONAL INFORMATION:	

Situation:

Please follow instructions below to repair the M9036A

Solution/Action:

NOTE: Unless there is obvious detail of customer abuse, please DO NOT spend more time in diagnosing the embedded controller.

After verifying that the embedded controller failure is NOT due to the solid state drive (SSD), RAM or it is a no trouble found (refer to the User's Guide manual for verification procedures for these assemblies), please follow the below instructions to repair the embedded controller.

Definitions:

- **Replacement core:** M9036-69103 or M9036-66103. The order includes everything in the M9036A excluding the SSD and RAM.
- **Defective embedded controller:** M9036-69103-DEF. To be returned to factory for refurbishment.

Swap the Replacement Core:

1. Place order with SPO and receive a replacement core (M9036-69103).
2. If customer sent in a defective embedded controller with SSD and/or RAM, remove those from the defective embedded controller and install those into the replacement core.
3. If customer sent in a defective embedded controller without SSD and/or RAM, install your own SSD and/or RAM into the replacement core for power up verification. You will be removing these in a later step below.
4. Remove the front panel assembly of the defective embedded controller. Refer to this document (<http://teams.collaboration.is.keysight.com/sites/SMS/public/Shared%20Documents/Support/M9036A/reprogram%20SN%20tool/RemoveFrontPanel.pdf>) on how to remove the front panel assembly. Note that there is a Keysight serial number (ie. TW12345678) label on this assembly of the defective embedded controller.
5. Locate the Manufacturing Number (Mfg#) (ie. B901EC2021) of the defective embedded controller at the connector of the defective embedded controller.



6. Record the Mfg# of the defective embedded controller into Siebel under Items tab on the replacement core part line in the Old Serial Number field.
7. Remove the front panel assembly of the replacement core. Note that there is no Keysight serial number label on this assembly.
8. Locate and record the Mfg# of the replacement core into Siebel under Items tab on the replacement core part line in the New Serial Number field.
9. Screw the front panel assembly that you have removed from the defective embedded controller from step #4 above into the replacement core.
10. Screw the front panel assembly that you have removed from the replacement core from step #7 above into the defective embedded controller.
11. Record the failure symptom of the defective embedded controller into Siebel at the Tech CE Symptom field.
12. At this point, the defective embedded controller has a front panel sheet metal without a Keysight serial number label on it. The replacement core now has a front panel sheet metal with a Keysight serial number label on it. We now call this replacement core the repaired customer embedded controller.
13. Plug the repaired customer embedded controller into the M9018A.

Reprogram the Electronic Serial Number of the Repaired Customer Embedded Controller:

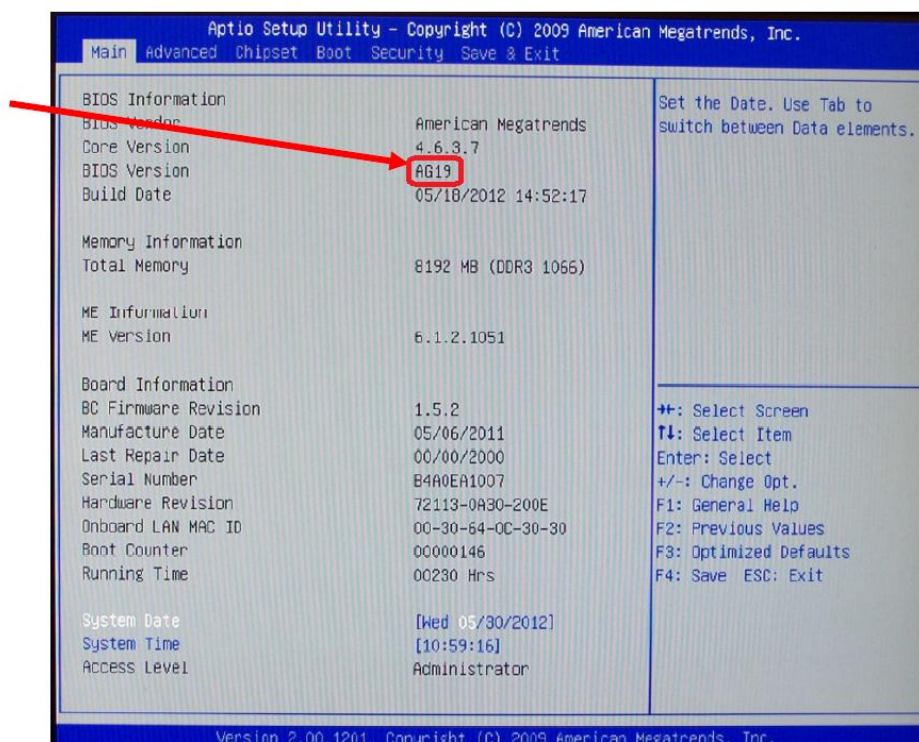
1. Follow the instructions in the [Keysight M9036A PXIe Embedded Controller Serial Number Reprogramming Instructions](#) to reprogram the serial number in the BIOS of the repaired customer embedded controller.
2. The repaired customer embedded controller should have the replaced serial number in memory after power cycle. Power up the repaired customer embedded controller with the M9018A and verify the serial number through the Help → About of the embedded controller Soft Front Panel (SFP). Refer to the User's Guide manual on how to get to the SFP. The serial number should match the Keysight serial number located on the front panel assembly of the repaired customer embedded controller.



3. After you have confirmed that the serial number has been reprogrammed correctly, power down the repaired customer embedded controller and the M9018A.

BIOS Check and Upgrade If Needed:

1. Check the BIOS Upgrade webpage ([M9036A BIOS](#)) to know what version of BIOS is the latest.
2. Power on the M9036A controller.
3. Repeatedly press the <Delete> key to open the BIOS menu when the controller beeps. The BIOS setup program will load after a short delay.
4. Look at the BIOS version to check if it's the latest. If it is the latest BIOS version, power down the M9036A and skip to step 5. If it is not the latest BIOS version, follow the instructions in the BIOS Upgrade webpage ([M9036A BIOS](#)) to upgrade the BIOS then power down the M9036A.



5. If customer sent in a defective embedded controller with SSD and/or RAM, remove those from the defective embedded controller and install those into the replacement core.
6. If you have used your RAM and/or SSD to power up the repaired customer embedded controller, remove these from the repaired customer embedded controller.
7. The repair of the customer embedded controller is now complete.

Revision History:

Service note revision	Date	Author	Reason For Change
01			As published
01B	March 19, 2015	gls	Changed Agilent links to Keysight links