Modification Available Performance Enhancement Service Note

Supersedes:
M9037A-07

M9037A PXIe High Performance Embedded Controller

Serial Numbers: TW00000000-TW57240010
Manufacturing ID Number: 1C00000000-1C57240100

Front panel PCIe port cannot reliably perform at Gen3 speeds.

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

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

ADDITIONAL INFORMATION:

Situation:

The front panel PCIe port of the M9037A with serial number range and manufacturing ID number listed above only supports Gen2 speeds. When the port is connected to Gen3 devices (ie. M9022A, M9023A, and M9024A system modules), it may not enumerate correctly due to its limitation to Gen2.

Solution/Action:

If you need to connect the port to Gen3 devices, there are two options you can choose from to make the connection reliable.

Option 1: The system module's switch settings can limit the connection to Gen1 speeds. Follow the guideline of the "Module switch settings summary" section in the [PXIe System Modules and Cable Interface – Installation Guide](#) for detail of how to switch to Gen1. Note: this will limit the system modules other links to Gen1.

Option 2: Lock the M9037A front panel PCIe port to Gen2 speed by following the steps below.

1) Download and unzip the [M9037Gen2LimitTool.zip](#) file to your embedded controller hard drive.
2) As Administrator, navigate to where you unzipped the file and run the KtM9037Gen2LimitTool.exe file.
3) Click the "Get Current Status" button to determine whether the M9037A should be set to Gen2 limit. The "Set Gen2 Limit" button will be enabled if it is.
4) Click the "Set Gen2 Limit" button to set Gen2 limit for the M9037A. Note: You may undo the Gen2 limit setting by clicking the "Undo Gen2 Limit" button later if you wish.

Revision History:

Date	Service Note Revision	Author	Reason for Change
28 Jul 2017	01	TP	As Published
11 Oct 2018	02	TP	Edited the affected serial numbers and MNID