

M9502A-02

S E R V I C E N O T E

Supersedes:
NONE

M9502A AXIe 2 slot Chassis

Affected Configuration:

Serial Numbers: TW51350380 - TW52090305
Firmware Version: 1.3.23
Driver Version: 1.2.0.x or later
Agilent IO Libraries (IOLS) Version: 16.2 or later

Chassis does not appear in the Agilent Connection Expert PXIO tree

Parts Required:

P/N Description Qty.

NONE

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS	LABOR: 1.0 Hours
LOCATION CATEGORY:	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNER	SERVICE INVENTORY: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: June 15, 2013	
<input type="checkbox"/> Calibration Required	<input checked="" type="checkbox"/> Calibration NOT Required	PRODUCT LINE: BL AUTHOR: TP	
ADDITIONAL INFORMATION:			

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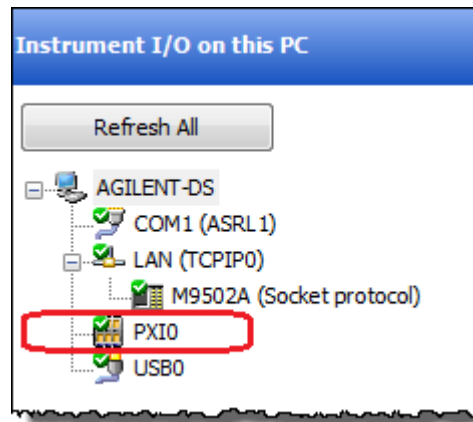
June 6, 2012

Rev. 20

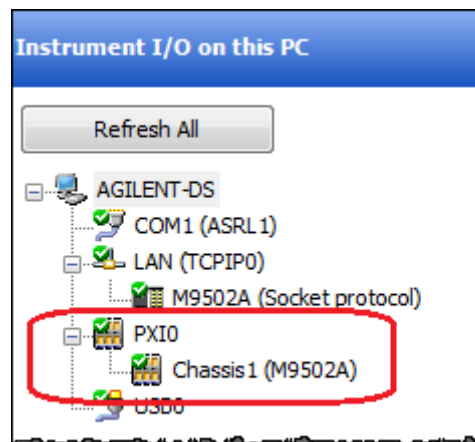


Situation:

M9502A AXIe chassis that is connected through PCIe should automatically appear under PXIO tree in Agilent Connection Expert. It has been found that when using M9502A affected serial number, firmware, driver, and IOLS described above, the M9502A does not appear in the Agilent Connection Expert PXIO tree. See picture example below:

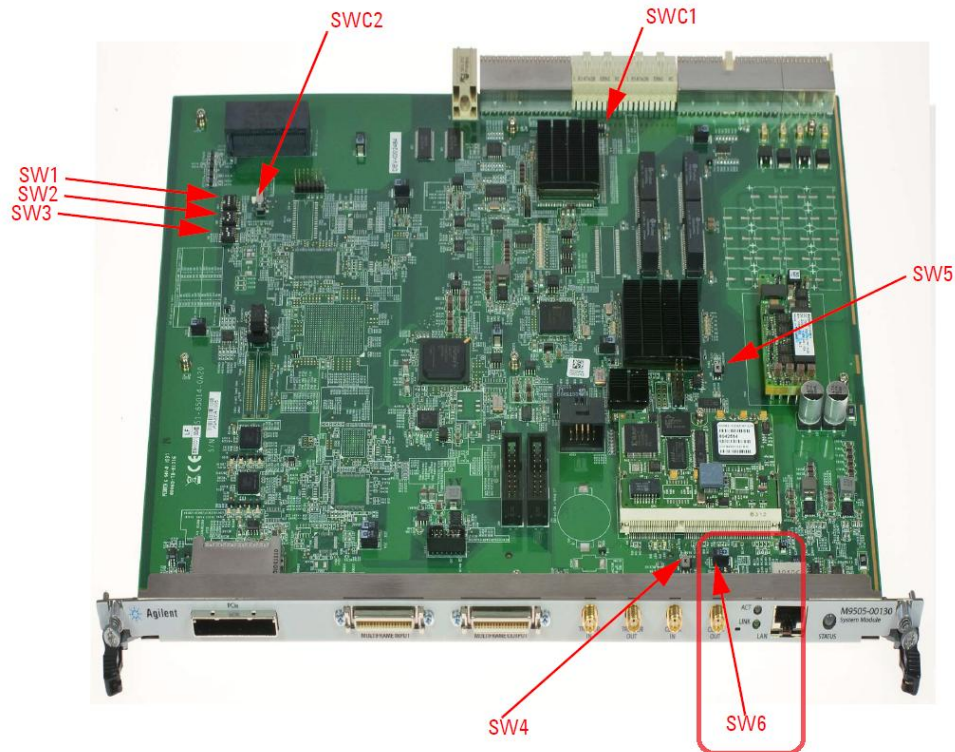


The chassis should automatically appear like this:

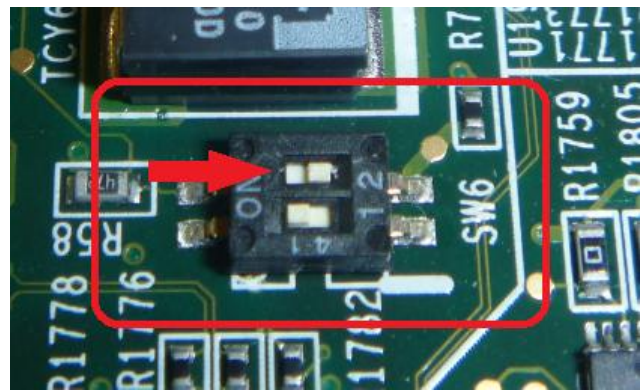
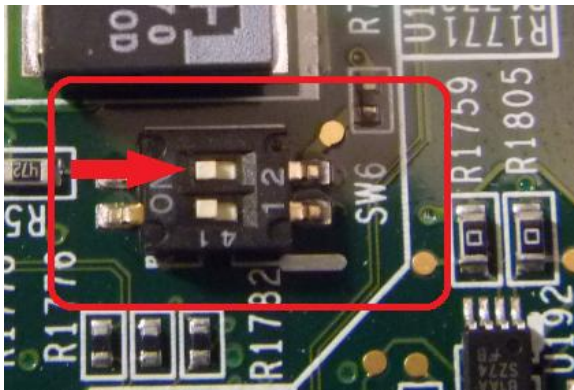
**Solution:**

Reconfiguration of the chassis PCIe interface is needed to fix this issue. This can be accomplished by moving a particular DIP switch on the Embedded System Module (ESM), cycling power on the chassis, and then restoring the original DIP switch position. To reconfigure the chassis PCIe interface, perform the following steps:

1. Power off the M9502A chassis.
2. Remove the M9536A embedded controller from the chassis if you have an M9536A installed.
3. Remove the M9505-00130 or M9505-00230 ESM from the chassis.
4. Locate the DIP switch 6 (SW6) on the ESM as shown in the figure below.



5. Locate the switch #2 of the DIP switch SW6 and change its position to the opposite position. If it is located on the left, switch it to the right. If it is located on the right, switch it to the left. See pictures example below:



6. Reinstall the ESM into the chassis. Do not connect any cables and do not reinstall the M9536A embedded controller, if previously installed.
7. Power up the chassis.
8. Wait for the Status LED on the ESM to show solid green. Note: The Status LED will transition from amber, to blinking green, to solid green. This process will take about one minute to complete.
9. Power down the chassis.
10. Remove the ESM from the chassis.
11. Locate the DIP switch 6 (SW6) on the ESM, locate the switch #2 of the DIP switch SW6 and change its position back to its original position.
12. Reinstall the ESM in the chassis.
13. Reinstall any M9536A embedded controller if you have an M9536A installed before.
14. Reconnect your original cablings to the ESM.
15. Power up the chassis. Again, the Status LED will take about one minute to transition to solid green. During this time, the PCIe interface is being reconfigured.

16. If you are using an external PC to interface to the chassis, ensure that your PCIe cable is connected between your PC and the chassis, and then restart your PC.
17. Bring up Agilent Connection Expert and verify that your chassis is now listed under PXIO tree.