

M9502A-07

Modification Recommended Service Note

Supersedes:
NONE

M9502A AXIe 2-Slot Chassis

Serial Numbers: TW61130001 – TW61410050

System unable to boot up and the green LED status keeps blinking.

Parts Required:

P/N Description Qty.

NONE. See instructions below.

ADMINISTRATIVE INFORMATION

ACTION	X ON SPECIFIED FAILURE	STANDARDS			
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	0.5 Hours		
LOCATION	X CUSTOMER INSTALLABLE	SERVICE:	X RETURN	USED	X RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP	PARTS:	<input type="checkbox"/> SCRAP
	X SERVICE CENTER		<input type="checkbox"/> SEE TEXT		<input type="checkbox"/> SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS				
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	12/01/2022		
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	BL		
	X Calibration NOT Required	AUTHOR:	TP		

ADDITIONAL INFORMATION:

Situation:

At power up of the system with the affected chassis using with ESM M9505-00133 or M9505-00233, the system would not fully boot. The status LED of the ESM keeps flashing green. The modules installed are not enumerating and showing Fail LED with solid red.

Solution/Action:

Upgrade the chassis and ESM firmware to version 2.1.4 or greater. Refer to [M9502A and M9505A AXle Chassis Firmware](#) for detail on how to upgrade. This FW 2.1.4 can only be used with ESM M9505-00133, M9505-00233, or greater. DO NOT upgrade to this FW version if you are using ESM M9505-00132, M9505-00232 or older.

Revision History:

Date	Service Note Revision	Author	Reason for Change
03 Nov 2021	01	TP	As Published