Modification Recommended Service Note

Supersedes:
M9502A-07

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 CATEGORY:	X ON SPECIFIED FAILURE [[]] AGREEABLE TIME	STANDARDS LABOR: 0.5 Hours			
LOCATION CATEGORY:	X CUSTOMER INSTALLABLE [[]] ON-SITE (active On-site contract required) X SERVICE CENTER [[]] CHANNEL PARTNERS	SERVICE: INVENTORY:	X RETURN [[]] SCRAP [[]] SEE TEXT	USED PARTS:	X RETURN [[]] SCRAP [[]] SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE		NO CHARGE AVAILABLE UNTIL: 12/01/2022			
	[[]] Calibration Required X Calibration NOT Required	PRODUCT LINE: BL 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 2.1.5 or greater. Refer to **M9502A and M9505A AXIe Chassis Firmware** for detail on how to upgrade. This FW 2.1.5 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
11 Apr 2022	02	TP	Update FW version