

M9502A-08

Modification Recommended Service Note

Supersedes:
NONE

M9502A AXIe 2-Slot Chassis

Serial Numbers: TW61130001 – TW62340000

Enumeration issues when powering up with USB Embedded System Module (ESM).

Parts Required:

P/N Description Qty.

M9505-00233 TBR AXIe Embedded System Module with USB (Carbon Black, Shmm700) 1

M9505-69233 NFTS; TBR Refurbished AXIe Embedded System Module with USB (Carbon Black, Shmm700),
Exch. 1

ADMINISTRATIVE INFORMATION

| | | | | | |
|---------------|--|----------------------------|---|--------|---|
| ACTION | X ON SPECIFIED FAILURE | STANDARDS | | | |
| CATEGORY: | <input type="checkbox"/> AGREEABLE TIME | LABOR: | 0.5 Hours | | |
| LOCATION | X SERVICE CENTER | SERVICE: | X RETURN | USED | X RETURN |
| CATEGORY: | <input type="checkbox"/> ON-SITE (active On-site contract required) <input type="checkbox"/> CHANNEL PARTNERS | INVENTORY: | <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT | PARTS: | <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT |
| AVAILABILITY: | PRODUCT'S SUPPORT LIFE | NO CHARGE AVAILABLE UNTIL: | 10/01/2023 | | |
| | <input type="checkbox"/> Calibration Required X Calibration NOT Required | PRODUCT LINE: | BL | | |
| | | AUTHOR: | TP | | |

ADDITIONAL INFORMATION:

Situation:

It has been found that the affected chassis may result in one of the issues below when powering up with USB ESM installed.

- Modules unable to boot up and the LED status at the ESM keeps blinking green.
- No status LED shown at ESM.
- LED status at ESM in amber color and unable to communicate to the PC.

Solution/Action:

Update the chassis firmware to version 2.1.6 or later to resolve the issues. Refer to the product website www.keysight.com/find/M9502A, then **Technical Support > Drivers & Software > Firmware Update** for detail on how to update the firmware.

If you are not able to communicate with the chassis via its IP address, try to open the WebGUI with the standard IP address 169.254.1.0. Proceed to update the chassis firmware with this IP address.

If you cannot access the WebGUI or if the system still exhibits one of the issues shown above after updating the firmware, replace the ESM with part number listed above.

Revision History:

| Date | Service Note Revision | Author | Reason for Change |
|-------------|-----------------------|--------|-------------------|
| 19 Sep 2022 | 01 | TP | As Published |
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