M9537A-02

Modification Recommended Service Note

Supersedes:
NONE

M9537A AXIe High Performance Embedded Controller

Serial Numbers: TW00000000-TW56330395
Manufacturing ID Number: 1C00000000-1C56330402

Embedded Controller Encountered Hang Up or Blue Screen during Operating System Recovery

Parts Required:
P/N   Description   Qty.

NONE

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:	[[]] RETURN [[]] SCRAP X SEE TEXT	USED PARTS:	[[]] RETURN [[]] SCRAP X SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE		NO CHARGE AVAILABLE UNTIL: June 1, 2018			
	[[]] Calibration Required X Calibration NOT Required	PRODUCT LINE: BL AUTHOR: TP			

ADDITIONAL INFORMATION:

Situation:

The affected serial number and MNID listed above may exhibit one of the below behaviors when performing an operating system (OS) recovery.

1. The system will hang up at certain percentage. Picture below illustrated the system hangs up at 33%.

2. Or the system will show a blue screen as shown in picture below.
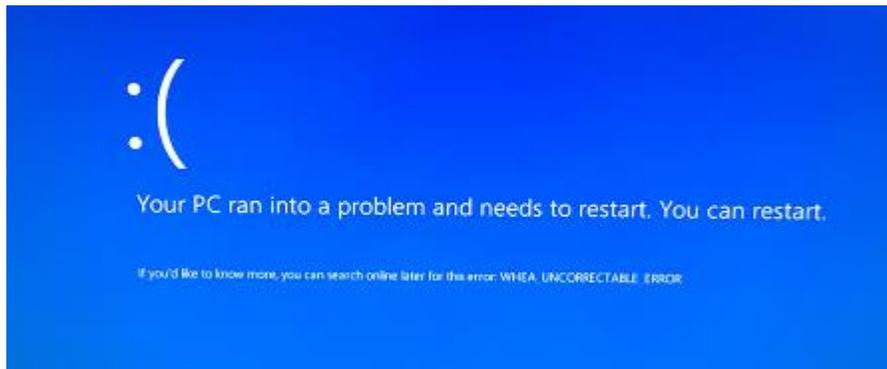
Solution/Action:

Before performing the OS recovery, disable the BIOS clock request settings to prevent the hang up or blue screen issues shown above. Follow the steps below to disable the BIOS clock request settings.

1. Power on or reboot your M9537A controller.
2. Press the <Delete> key when the controller beeps. This should be concurrent with the main startup screen. The BIOS setup program loads after a short delay.
3. At the main BIOS setup menu screen, select "Advanced" tab.
4. At the Advanced menu screen, select "PCI and PCIe" then press <Enter> key.
5. At the PCI Devices Common Settings menu screen, select "PCI Express Configuration" then

press <Enter> key.

6. At the PCI Express Configuration menu screen, select "PCI Express Root Port 3" then press <Enter> key.
7. At the next menu screen, select "PCIE3 CLKREQ Mapping Override" then press <Enter> key.
8. At the popup menu screen, choose "No CLKREQ" then press <Enter> key. This will change the setting to "No CLKREQ ". Press <ESC> key.
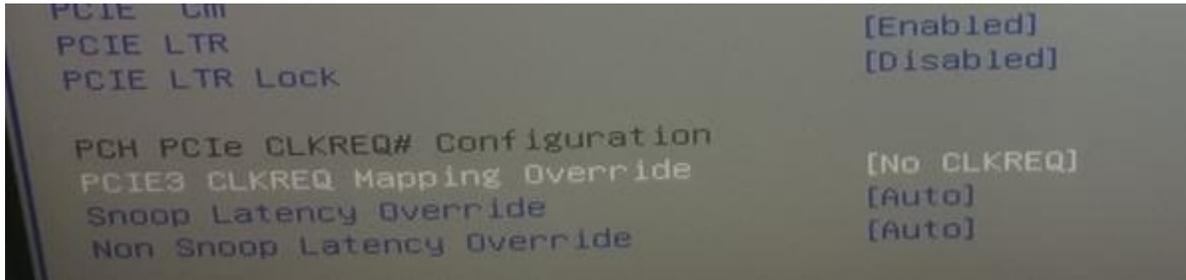
9. At the PCI Express Configuration menu screen, repeat steps 6-8 for PCI Express Root Port 4, 9, and 10.
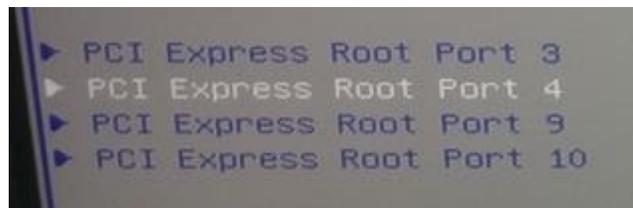
10. Press <ESC> twice to exit out to the Advanced menu screen.
11. Select the "Save & Exit" tab.
12. At the Save & Exit menu screen, select "Save Changes and Reset".
13. At the popup, select "Yes" to apply the changes. The system will automatically reboot after this.
14. You may now perform the OS recovery steps after the system reboot.

Revision History:

Date	Service Note Revision	Author	Reason for Change
23 May 2017	01	TP	As Published