Information Only Service Note

Supersedes:
NONE

N5991HP1A HDMI 2.1 Receiver Compliance Test Software

Serial Numbers: ALL

The Problem – Some early M9537A units with Windows Operating System versions older than Windows 10 IoT Enterprise LTSC (64-bit) are no longer supported by Windows normal life cycle. The N5991HP1A version v1.3.x.x and above only supports a minimum of Windows 10, version 1809.

Parts Required:

P/N	Description	Qty.
Y1266B	Spare SSD with carrier Win 10/64 bit/240GB (M9537A)	1

ADMINISTRATIVE INFORMATION

[[]] Calibration Required	PRODUCT LINE: 24
[X] Calibration NOT Required	AUTHOR: Johnson Lee

ADDITIONAL INFORMATION:

1. Before replacing the M9537A SSD with the Y1266B SSD , please contact BitifEye Licensing (licensing@bitifeye.com) to request a transfer of the N5991HP1A license.

2. To facilitate the license transfer, please provide the serial number of the N5991HP1A license to BitifEye Licensing. Go to CodeMeter Controller Center app to get the license serial number.

3. BitifEye Licensing will provide guidelines on removing the N5991HP1A license from the M9537A SSD and installing the new license on the Y1266B.

KEYSIGHT TECHNOLOGIES

Situation:

N5991HP1A version v1.3.x.x and above requires Win 10 version 1809 build installed on the M9537A (AXIe High Performance Embedded Controller). To identify the win10 version, please click start menu > select Settings > select System > select About > find the Win10 version and build number under Windows specification section.

Solution/Action:

Order Y1266B to obtain a new SSD with Windows 10 version 1809 build. The customer can self install the Y1266B SSD into M9537A SSD slot.

Revision History:

Date	Service Note Revision	Author	Reason for Change
29 Jan 2024	01	Johnson Lee	As Published