M9010A-04

Information Only Service Note

Supersedes:
NONE

M9010A PXIe Chassis: 10-slot, 3U, 24 GB/s, Gen 3

Serial Number: TW00000000-TW64170000
Manufacturing ID Number: 1C00000000-1C64170000

System not being able to enumerate PXI modules due to code 10 errors under Device Manager for PCI Express to PCI/PCI-X Bridge when use with M9025A.

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

[ ] Calibration Required	PRODUCT LINE: BL
X Calibration NOT Required	AUTHOR: TP

ADDITIONAL INFORMATION:

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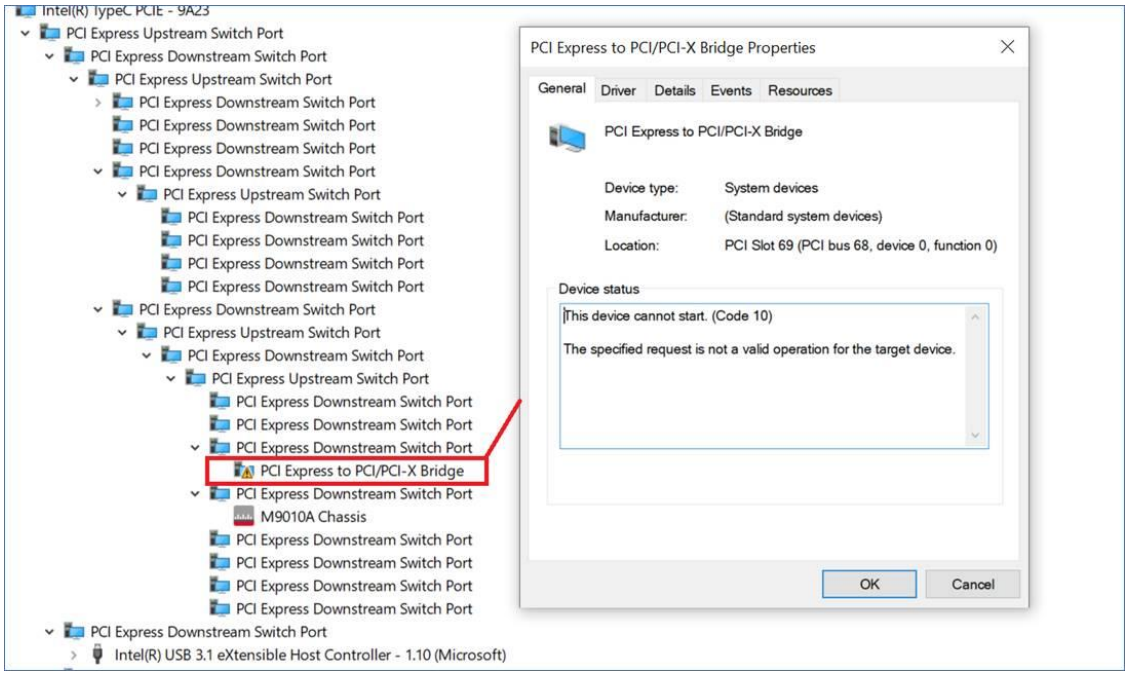
Situation:

It has been found when the affected chassis are used with M9025A PXIe Thunderbolt System Module that the Device Manager would encounter code 10 errors under the PCI Express to PCI/PCI-X Bridge like picture below. This results in the system not being able to enumerate PXI modules in the chassis.



Solution/Action:

If you run into code 10 errors under Device Manager for PCI Express to PCI/PCI-X Bridge when used with M9025A in non-affected Keysight PXIe Chassis from table above, follow the steps below to resolve the code 10 errors at the PCI Express to PCI/PCI-X Bridges.

1. Install drivers version 1.7.1032.1 or later at the chassis product website http://www.keysight.com/find/M9010A, navigate to Technical Support > Drivers, Firmware and Software > PXIe Chassis Family Drivers.
2. After updating the drivers, run the update FW tool at the chassis product website http://www.keysight.com/find/M9010A, navigate to Technical Support > Drivers, Firmware and Software > Chassis Firmware.
    a. When the *.bin file is run, it will detect the PXI-X switch Firmware needing to be updated like picture below. Press Update to update.

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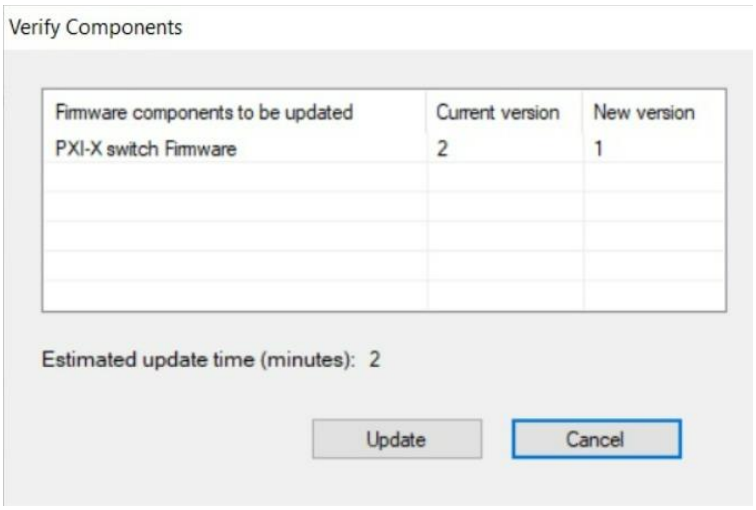
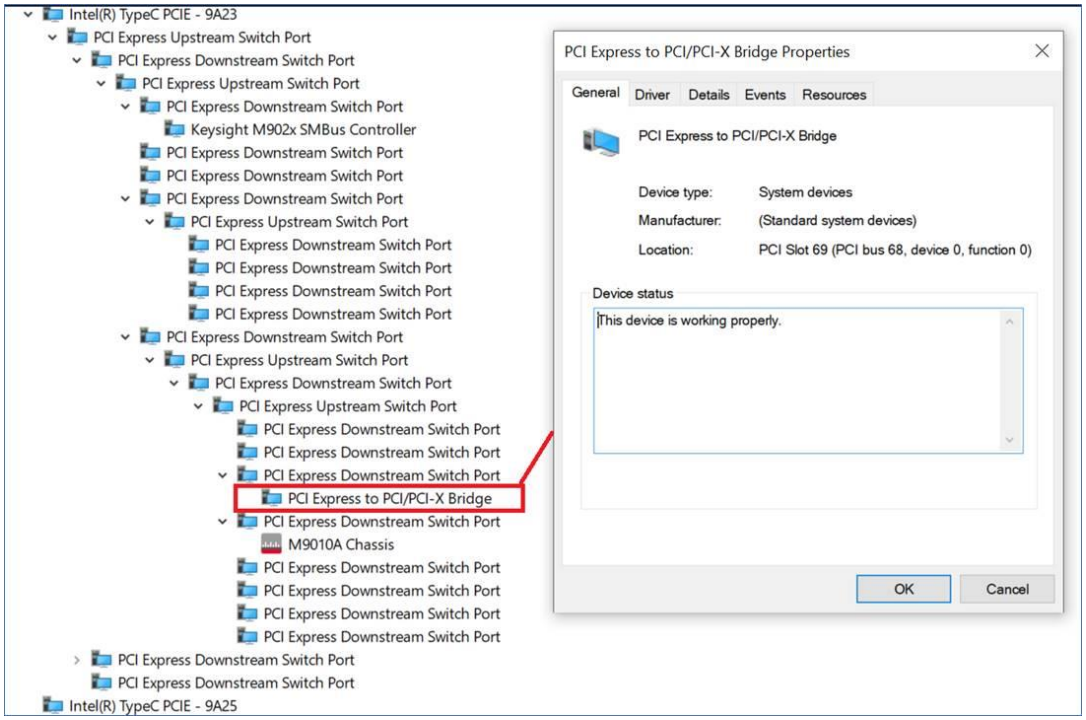


b. Cycle power the chassis after the update is done and the code 10 errors should be cleared.



Revision History:

Date	Service Note Revision	Author	Reason for Change
25 Apr 2024	01	TP	As Published

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