M9018A-04

S E R V I C E   N O T E

Supersedes:
NONE

M9018A 18 slot PXIe Chassis

Serial Numbers: TW51060101-TW51510103

M9018A Serial Number Does Not Display in Agilent Connection Expert

Parts Required:

P/N	Description	Qty.

Part Number	Description	Quantity
M9018-69103	18-slot PXIe Refurbished Exchange Unit Assembly (exclude fan assembly)	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
MODIFICATION RECOMMENDED		
ACTION √ ON SPECIFIED FAILURE CATEGORY: [[]] AGREEABLE TIME	STANDARDS LABOR: 1.0 Hours	

LOCATION   [[]] CUSTOMER INSTALLABLE
CATEGORY: [[]] ON-SITE **(active On-site coverage only)**
              √   SERVICE CENTER
              [[]] CHANNEL PARTNER
	SERVICE √ RETURN
	INVENTORY: [[]] SCRAP
	              [[]] SEE TEXT
		USED √ RETURN
		PARTS: [[]] SCRAP
		              [[]] SEE TEXT

AVAILABILITY: PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: Always	
[[]] Calibration Required √ Calibration NOT Required	PRODUCT LINE: BL AUTHOR: TP	
ADDITIONAL INFORMATION:		

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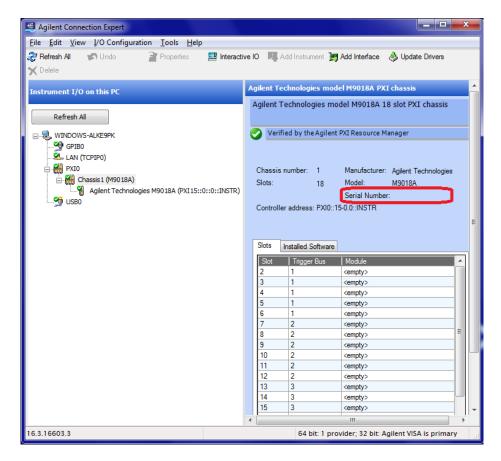 PRINTED IN U.S.A.

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Agilent Technologies

Situation:

It has been found for the affected M9018A described above with the configuration setting of:

1. "2-Link Configuration: 2x8" and using the Agilent M9036A PXIe Embedded Controller
2. Or "4-Link Configuration: 4x4" and using 3rd party embedded controller

That the M9018A chassis serial number does not display when opening Agilent Connection Expert. See picture below:

Solution/Action:

If the symptom is observed, contact Agilent Service for repair.

Revision History:

Revision Number	Date	Author	Reason For Change
1.0	2/7/2013	TP	As published