# Information Only Service Note

Supersedes: M9019A-03

M9019A PXIe Chassis: 18-slot, 3U, 24 GB/s, Gen 3

Serial Numbers: TW61223230-TW64140000

Manufacturing ID Number: 1C61220101-1C64140000

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

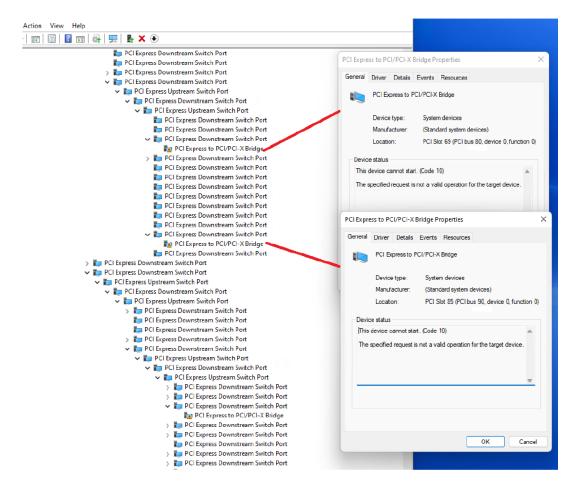
[[]] Calibration Required PRODUCT LINE: BL
X Calibration NOT Required AUTHOR: TP

ADDITIONAL INFORMATION:



### 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.



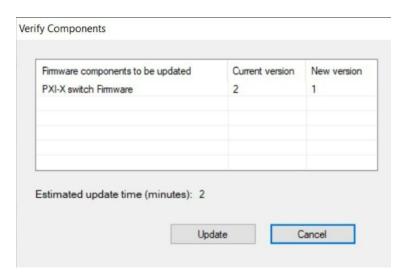
## Solution/Action:

NOTE: If the chassis falls into the "Keysight PXIe Chassis with M9025A System not being able to Enumerate PXI Modules" table below, the proposed solution will not resolve the issue because the chassis cannot support PXI modules when used with M9025A. These systems can only support PXIe modules.

Keysight PXIe Chassis with M9025A System not being able to Enumerate PXI Modules				
Chassis	SN	MNID		
M9019A	TW58240920-TW60373216	1C56230105-1C60370319		

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 <a href="https://www.keysight.com/find/M9019A">www.keysight.com/find/M9019A</a>, 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 <a href="https://www.keysight.com/find/M9019A">www.keysight.com/find/M9019A</a>, 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.



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

▼ Image: PCI Express Downstream Switch Port

Output

Description: Provided Heading Switch Port

Output Intel(R) USB 3.1 eXtensible Host Controller - 1.10 (Microsoft) PCI Express Downstream Switch Port ▼ Image: PCI Express Upstream Switch Port ▼ Image: PCI Express Downstream Switch Port

Output

Description: Provided the Port

Output

Description: Provided the Port

Description: Provided the Po PCI Express Upstream Switch Port > In PCI Express Downstream Switch Port PCI Express Downstream Switch Port PCI Express Downstream Switch Port > PCI Express Downstream Switch Port ▼ Image: Value of the Port 
▼ Image: PCI Express Downstream Switch Port 
■ PCI Express Do ▼ Image: Value of the Port 
▼ Image: PCI Express Upstream Switch Port 
■ PCI E PCI Express Downstream Switch Port ▼ Image: Value of the Port 
▼ Image: PCI Express Upstream Switch Port 
■ PCI E > PCI Express Downstream Switch Port > En PCI Express Downstream Switch Port ▼ PCi Express Downstream Switch Port PCI Express to PCI/PCI-X Bridge > PCI Express Downstream Switch Port > PCI Express Downstream Switch Port PCI Express Downstream Switch Port > PCI Express Downstream Switch Port PCI Express Downstream Switch Port PCI Express to PCI/PCI-X Bridge PCI Express Downstream Switch Port PCI Express Downstream Switch Port

# **Revision History:**

Date	Service Note Revision	Author	Reason for Change
27 Jul 2023	01	TP	As Published
25 Apr 2024	02	TP	Updated SN and MNID ranges and clarified contents