

M9019A-03A

# 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		

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### ADMINISTRATIVE INFORMATION

<input type="checkbox"/>	Calibration Required
<input checked="" type="checkbox"/>	Calibration NOT Required

PRODUCT LINE: BL
AUTHOR: TP

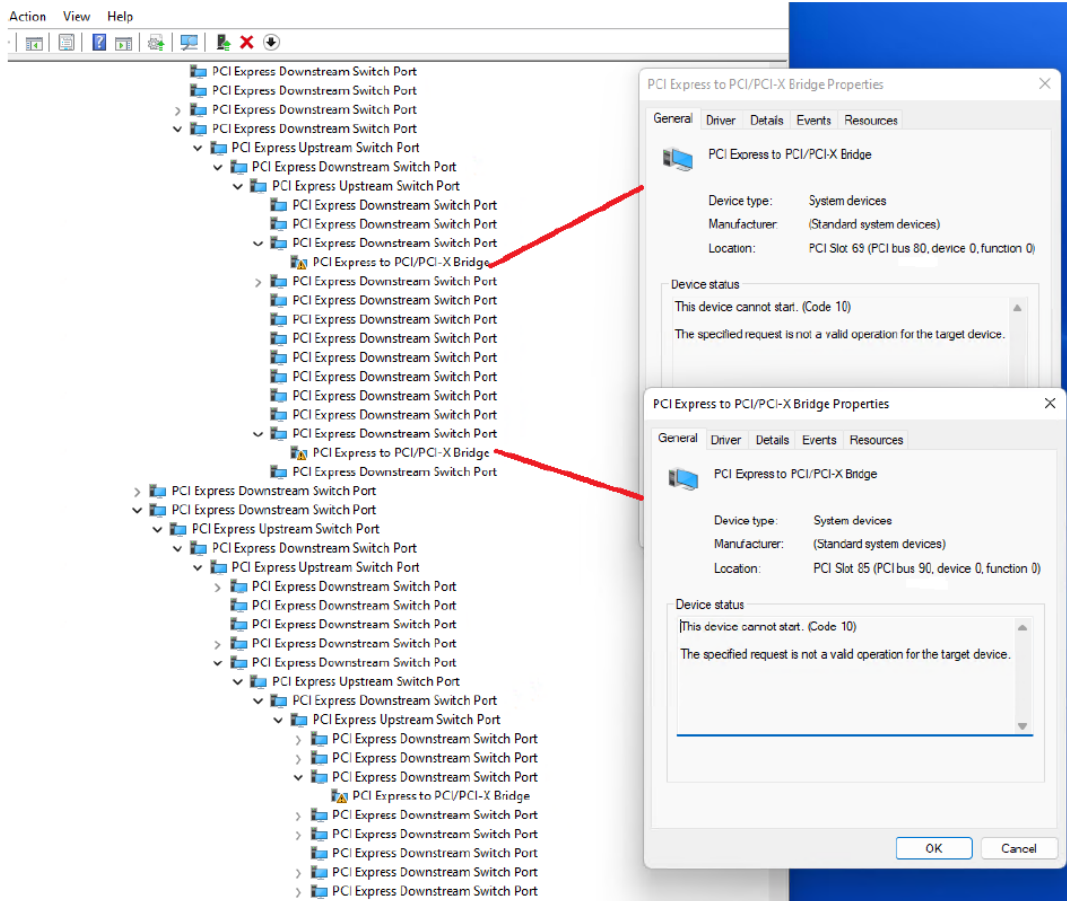
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ADDITIONAL INFORMATION:

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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.



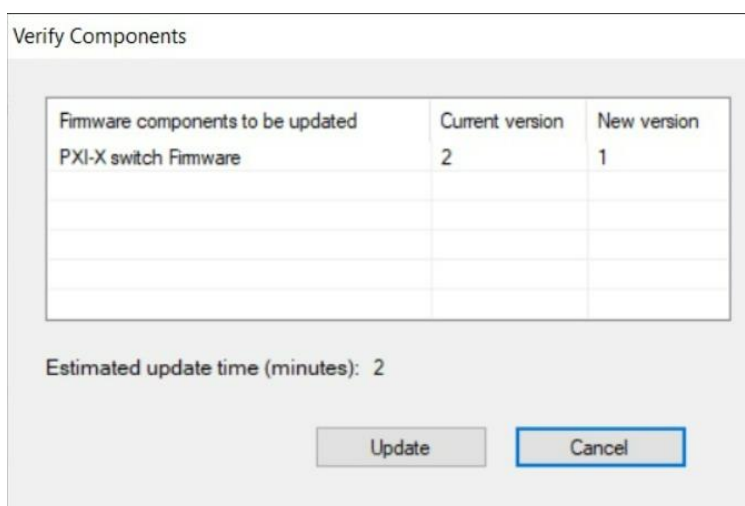
**Solution/Action:**

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.

<b>Keysight PXIe Chassis with M9025A System not being able to Enumerate PXI Modules</b>		
<b>Chassis</b>	<b>SN</b>	<b>MNID</b>
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 [www.keysight.com/find/M9019A](http://www.keysight.com/find/M9019A), 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 [www.keysight.com/find/M9019A](http://www.keysight.com/find/M9019A), 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.

