MODIFICATION RECOMMENDED

S E R V I C E   N O T E

Supersedes:
NONE

M9037A PXIe High Performance Embedded Controller

Serial Numbers: TW00000000 - TW55161298

Inability to Boot Up at Power On

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
MODIFICATION RECOMMENDED		
ACTION X ON SPECIFIED FAILURE CATEGORY: [[]] AGREEABLE TIME	STANDARDS LABOR: 0.5 Hours	

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

AVAILABILITY: PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: June 1, 2018	
[[]] Calibration Required X Calibration NOT Required	PRODUCT LINE: BL AUTHOR: TP	
ADDITIONAL INFORMATION:		

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Situation:
It has been found that some M9037A embedded controllers in the affected serial number range listed above with Baseboard Management Controller (BMC) code older than version 1v8a intermittently would not boot up at power on.

Solution/Action:
If you experience the problem, please follow the procedures below to fix the issue. If you are not experiencing the problem but have a BMC code version older than 1v8a, we recommend you update the BMC code to version 1v8a or later following step #2 below to prevent this issue from happening in the future. The BMC code version can be viewed from the System Management screen.
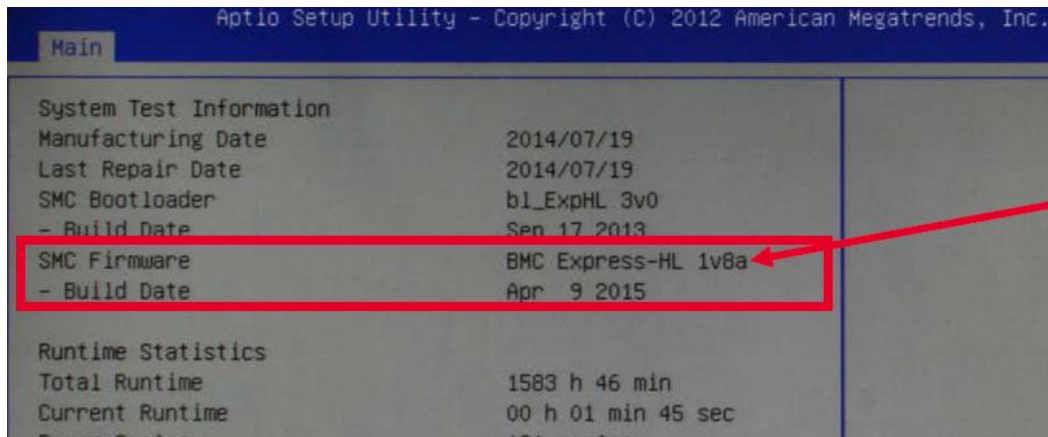
1. Clear the CMOS.
    a. Remove the M9037A Embedded Controller from the chassis. Observe all anti-static precautions.
    b. Locate the Clear CMOS switch on the board. It is near the CMOS backup battery. Move the switch from Normal to Clear. Refer to figure below.
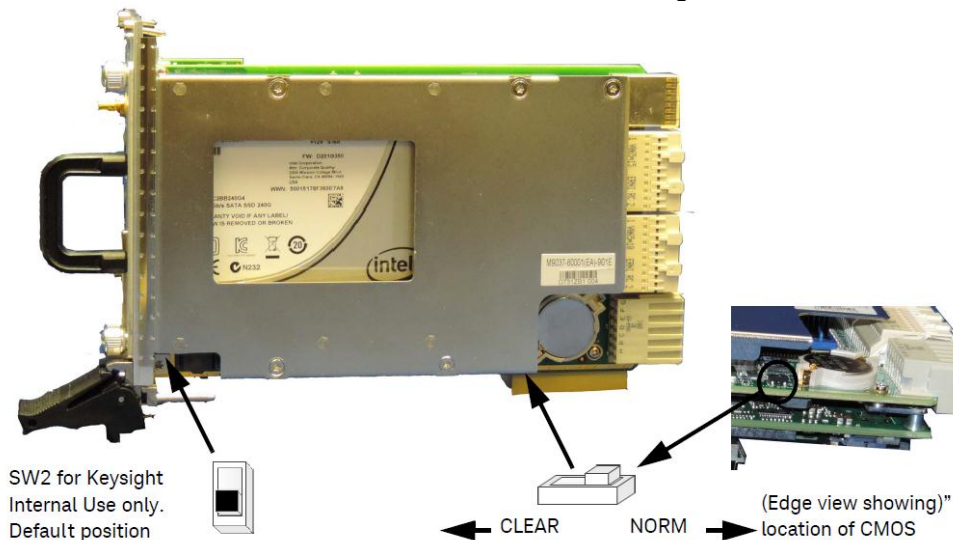
    c. Wait at least 30 seconds then return the switch to its Normal position.
    d. Reinstall the controller back into the PXIe chassis.
    e. Power on the chassis.
    f. Press the <Delete> key when the controller beeps. This should be concurrent with the BIOS splash screen. The BIOS setup program loads after a short delay.

    g. At the main BIOS setup screen, use the down arrow key to select the System Date and System Time.

    h. Set these to the correct current date and time.

    i. Press the <F4> key to save the settings and then the <ESC> key to exit the BIOS setup.

2. Update the Baseboard Management Controller (BMC) code to version 1v8a or later.
   a. Navigate to www.keysight.com/find/M9037A.
   b. Click on Visit Technical Support, then the Drivers, Firmware, and Software tab.
   c. Scroll down and click on the M9037A BMC Update link.
   d. The Current Version tab should show version 1v8a or later.
   e. Under Supporting Documentation, follow the instructions in the M9037A BMC Update Utility Documentation.pdf to update the BMC.

Revision History:

Service Note Revision	Date	Author	Reason For Change
01	2015-05-19	TP	As published