

# Information Only Service Note

Supersedes: NONE

# M9038A PXIe High Performance Embedded Controller: 6-Core

Serial Numbers: TW0000000-TW62500000 Manufacturing ID Numbers: 1C00000000-1C62500000

Licensing errors when used with Keysight Licensing Software

Parts Required: P/N Description Qty. NONE

#### ADMINISTRATIVE INFORMATION

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

ADDITIONAL INFORMATION:



Situation:

It has been found that the affected M9038A listed above would encounter errors when working with products that require Keysight licenses. One of the most common errors is shown below.



### Solution/Action:

The affected M9038A's registry entry needs to be edited prior to running any Keysight licensing software on the embedded controller. If the licensing software ran and failed before the steps below were taken in the affected M9038A of this service note, the M9038A SSD has to be restored to its factory image before the steps below can be performed again. Refer to section "Restoring Drive C to Factory Default System Image" in the M9038A User Guide from <a href="https://www.keysight.com/find/M9038A">www.keysight.com/find/M9038A</a> for detail on how to restore to factory image.

Follow the steps below to change the registry value.

- 1. In the search box on the taskbar at the Desktop, type "regedit". Then, select the top result for Registry Editor. You can also open the Registry Editor by press and hold or right-click the Start Windows logo Start button, then select Run. Enter "regedit" in the Open: box and select OK.
- 2. Navigate to Computer\HKEY\_LOCAL\_MACHINE\SOFTWARE\Keysight\CPUVersion.
- 3. Change the value in CPUVersion from "Nimitz 3.5 or 4 HP" to "M9038A".

Registry Editor				- 🗆 ×
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nputer\HKEY_LOCAL_MACHINE\SOFTWARE\Key	/sight			
> 📙 Clients	^	Name	Туре	Data
DefaultUserEnvironment		(Default)	REG SZ	(value not set)
> 📜 Google		ab Baselmage	REG SZ	10.1809.27205.0
> 📙 Intel		ab CPUVersion	REG SZ	M9038A
> 1. IVI		ab OSSku	REG SZ	x64 IoT Enterprise LTSC 2019 LTSC Build 1809
V / Keysight		ab ReleaseBuild	REG SZ	M9038A WinloT 2022A T 27828 1
> ApplicationInformation				
Cornerstone				
> IO Libraries Suite				
KtMdnsPosponder				
I XI Mdns Responder				
- M918x				
MPxiChassis				
> PxiCommonCarrier				
> 📙 Khronos				
> 📕 Microsoft				
> Mozilla	~	<		

- 4. Restart the M9038A by going to Start  $\rightarrow$  Restart.
- 5. Install and run the licensing software that user needs to work with, such as XApps for VXT or 89600 VSA.

## Revision History:

Date	Service Note Revision	Author	Reason for Change
06 Dec 2022	01	TP	As Published