MODIFICATION RECOMMENDED

M9502A-05

S E R V I C E   N O T E

M9502A AXIe 2-Slot Chassis

Serial Numbers: TW00000000-TW54270100

M9505-00230 Embedded System Module (ESM) USB option may have USB connection problem

Parts Required:

P/N	Description	Qty.
M9505-00231	AXIe embedded system module with USB	1

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: 8/1/2017	
[[]] Calibration Required X Calibration NOT Required	PRODUCT LINE: BL AUTHOR: TP	
ADDITIONAL INFORMATION: Only affected on the ESM USB M9505-00230.		

KEYSIGHT
TECHNOLOGIES

Situation:
M9505-00230 ESM USB option may have USB connectivity problem.

Solution/Action:
If you experience USB connectivity issue, replace the M9505-00230 ESM USB option with M9505-00231 ESM USB option.

Revision History:

Service Note Revision	Date	Author	Reason For Change
01	8/25/14	TP	As published