

M9502A-09A

Information Only Service Note

Supersedes:
M9502A-09

M9502A AXIe 2-Slot Chassis

Serial Numbers: TW000000000 – TW640900007

Fans ramp up and down between off and maximum state when M9502-00019 fan assembly is used with chassis FW 1.3.46/2.1.6 or older version.

Parts Required:

P/N	Description	Qty.
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NONE

ADMINISTRATIVE INFORMATION

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

PRODUCT LINE: BL
AUTHOR: TP

ADDITIONAL INFORMATION:

Situation:

When M9502-00019 fan assembly is used with the affected chassis having FW 1.3.46/2.1.6 or older version, the fans behave with the below sequence at power on.

1. At power on, fans ramp up to 100% duty cycle then ramp down to 0% right away.
2. After 60 seconds of off state, the fans ramp up to 100% duty cycle again and stay at that state.

Solution/Action:

To resolve the issue, update the chassis firmware to version 1.4.1/2.2.1 or later. Refer to the product website www.keysight.com/find/M9502A, then Technical Support > Drivers & Software > Firmware Update for detail on how to update the firmware.

Revision History:

Date	Service Note Revision	Author	Reason for Change
05 Mar 2024	01	TP	As Published
20 Jul 2024	02	TP	Update SN and FW version