

Information Only Service Note

Supersedes:
NONE

M9505A AXIe 5-Slot Chassis

Serial Numbers: TW00000000 – TW64020127

Fans ramp up and down between off and maximum state when M9505-00019 fan assembly is used with chassis FW 1.3.46/2.1.6 or older version.

Parts Required:

P/N	Description	Qty.
-----	-------------	------

NONE

ADMINISTRATIVE INFORMATION

<input type="checkbox"/>	Calibration Required	PRODUCT LINE: BL
X	Calibration NOT Required	AUTHOR: TP

ADDITIONAL INFORMATION:

Situation:

When M9505-00019 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/M9505A, 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
10 Sep 2024	01	TP	As Published