

M9537A-05

Modification Available Performance Enhancement Service Note

Supersedes:
NONE

M9537A AXIe High Performance Embedded Controller: 2.8 GHz Quad-Core, 8 GB

Serial Numbers: TW56330101 to TW56331141 and TW58040001 to TW58040270.

Manufacturing ID Number: 1C56330101 to 1C56331201 and 1C58040001 to 1C58040281.

M9537A Embedded Controller Cannot Detect the M9506A Chassis and Modules

Parts Required:

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

NONE

ADMINISTRATIVE INFORMATION

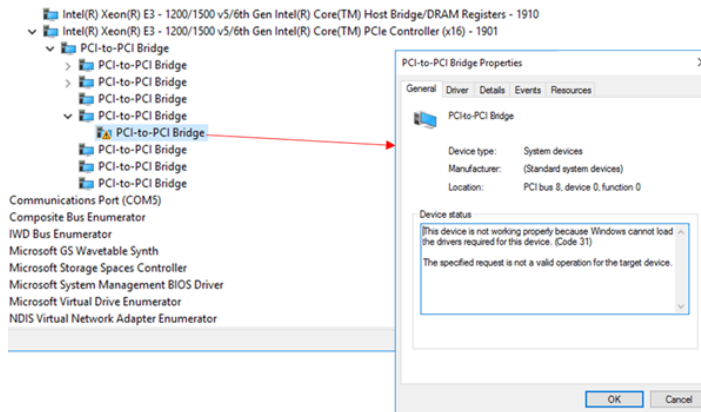
Calibration Required
 Calibration NOT Required

PRODUCT LINE: BL
AUTHOR: TP

ADDITIONAL INFORMATION:

Situation:

The chassis M9506A is not able to link with the affected M9537A embedded controllers listed above. At power up, the embedded controller is not able to detect the chassis and modules in the chassis. Viewing Device Manager, the Yellow bang (Code 31) is shown at the PCI to PCI bridge.



Solution/Action:

Lock the M9537A PCIe port to x16 link following the steps below.

- 1) Download and unzip the [M9537Gen3LimitTool.zip](#) file to your embedded controller hard drive.
- 2) As Administrator, navigate to where you unzipped the file and run the M9537Gen3LimitTool.exe file.
- 3) Click the "Set Speed to Gen3" button to set Gen3 limit for the M9537A. Note: You may undo the Gen3 limit setting by clicking the "Set Speed to Gen2" button later if you wish.
- 4) Restart the M9537A.

Revision History:

| Date | Service Note Revision | Author | Reason for Change |
|-------------|-----------------------|--------|-------------------|
| 11 Mar 2020 | 01 | TP | As Published |
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