NATIONAL INSTRUMENTS

11500 N Mopac Expwy.
Austin, TX 78759-3504 USA

May 15, 2012

Ian Brandeberry
Ohio State University
1040 Physics Research Bldg
191 West Woodruff Ave
COLUMBUS, OH 43210

Product Notification: Possible System Hang With Third-Party PXI Modules for Some NI PXI Systems With a 64-Bit Operating System

Dear Ian Brandeberry:

National Instruments has discovered a limitation with some NI PXI and PXI Express chassis that may cause a system hang or crash if a PXI-1 or hybrid-compatible PXI module attempts 64-bit memory addressing transactions. This limitation occurs when a PXI-1 or hybrid-compatible module attempts memory transactions in affected PXI systems running a 64-bit operating system (OS) and having more than 4 GB of system RAM. This limitation impacts PXI-1 and hybrid-compatible PXI modules using 64-bit memory transactions only; there is no impact on PXI Express modules.

The following chassis may exhibit this behavior if you use 64-bit memory addressing to communicate with a PXI-1 or hybrid-compatible PXI module:

- NI PXIe-1082
- NI PXIe-1075
- NI PXIe-1073
- NI PXIe-1071
- NI PXIe-1065
- NI PXIe-1062Q
- NI PXI-1033

National Instruments has updated certain NI hardware drivers for its PXI modules to resolve this limitation. Visit **ni.com/info** and enter info code **PXI64HANG** for additional information regarding NI driver changes to address this constraint.

Action Required
If you are using a 32-bit OS in standard, non-PAE mode, then you are not affected by this limitation and no further action is required.

If you are planning to upgrade the OS on a PXI system to a 64-bit OS, then we recommend you upgrade to the latest NI hardware drivers to avoid this limitation.

If you are using a third-party PXI-1 or hybrid-compatible PXI device in your chassis that uses 64-bit memory addressing, refer to the KnowledgeBase article at the info code above.

Please accept our apology for any inconvenience. National Instruments is committed to your satisfaction and to maintaining your confidence in our products. If you are not the end user of this product(s), please forward this letter to the user or provide National Instruments with information to help locate the user.

If you have any questions, please contact National Instruments at 1-866-ASK-MYNI.

Best regards,

Joshua Buck
Product Support Engineer
National Instruments
ni.com/contact