



This Technical Advisory describes an issue which may or may not affect the customer's product

Intel Technical Advisory

TA-0902-2

5200 NE Elam Young Parkway
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Intel® Modular Server System MFSYS25 Power Supplies May Shut Down During Use in Certain Lightly Loaded Configurations

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Products Affected

Intel® Modular Server System MFSYS25 with P2.07 (CMM GUI version 9431) or earlier software stack loaded
Intel® Modular Server 1000-W Power Supply AXXPSU, PBA # D73299-005, TA# E14835-002 or earlier

Description

Intel® Modular Server System MFSYS25 power supplies may be shutdown by the power supply's Over Temperature Protection (OTP) circuitry during certain conditions when the power supplies are lightly loaded. The condition has been observed in systems with three or more power supplies installed where the power supplies are loaded at 400 watts or less each.

Customers may initially observe an amber alarm indicator on the face of the power supply; subsequently, the power supply may power down due to the over temperature condition. The condition has only been observed in Power Supplies three and four.

Root Cause

Intel discovered an error in the power supply cooling curve algorithm that may result in the undesirable shutdown condition.

Corrective Action / Resolution

Intel has developed and tested a firmware correction for the system management module that will prevent this undesirable condition from occurring by providing the necessary power supply fan speed boost when a rise in temperature in a power supply is detected. Revision P 2.2.3 software for the Intel® Modular Server System MFSYS25 contains new firmware which corrects this issue. This software release is available for download from Intel's support website and is planned to be cut into factory production mid-June.

Please contact your Intel Sales Representative if you require more specific information about this issue.

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