



This Action Alert describes an issue which affects product functionality, reliability or safety

Intel Action Alert AA-0896-1

5200 NE Elam Young Parkway
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Intel® Remote Management Module 2 May Fail When First Installed

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Products Affected

All Intel® Remote Management Module 2

Product Code	MM#	PBA#
AXXRMM2	888501	D84579-101
AXXRMM2	894383	D84579-103

Description

Recently Intel Corporation received reports that, in some cases, the Intel® Remote Management Module 2 (Intel® RMM2) is not recognized by the server board when first installed. In such cases, the virtual media is not shown in the BIOS F2 setup and the Intel utilities, psetup and kiratool, are not able to communicate with the Intel® RMM2.

There have been no similar reports, to date, of any failures once the Intel® RMM2 is installed and working.

Root Cause

Intel has investigated this issue and has determined that the failures were caused by a manufacturing issue with a single batch (date code) of Printed Circuit Boards (PCB). The failure involves open circuits between PCB layers. The open circuits within the PCB cause the module to fail when installed and prevented detection by software.

Corrective Action / Resolution

The date code of the failed Intel® RMM2 boards is "0716". To verify that only date code "0716" modules were affected, extensive testing was done on modules with date codes on either side of the "0716" modules. Testing confirmed that no other date code of PCB experienced the failure. All inventory at the Intel factory and in the Finished Goods warehouse has been screened and all "0716" modules have been removed.

It may be possible that Intel® RMM2 modules already in the distribution channel and outside of Intel's control may still have "0716" modules available.

Recommended Customer Action

Intel recommends that customers screen their existing stock of Intel® RMM2 modules for the affected date code. Customers should use their best judgment in regards to screening their installed base since Intel has had no reports of failure with this date code once modules are installed and functioning.

Intel will replace modules returned by customers which have been screened and found to have the “0716” date code.

The date code is the only means of knowing which Intel® RMM2 is affected. There is no serial number or build lot code method of identifying impacted modules. Use the steps below to screen Intel® RMM2 modules.

Note: Electrostatic discharge (ESD) and ESD protection: ESD can damage the Intel® RMM2 boards and components. If possible it is recommended that you perform all screening procedures at an ESD workstation. If one is not available, provide some ESD protection by wearing an antistatic wrist strap attached to electrical ground when handling parts. Always handle boards carefully. Hold boards only by their edges. After removing a board from its protective wrapper, place the module on a grounded, static free surface. Use a conductive foam pad if available but not the package wrapper. Do not slide board over any surface.

1. Open the Intel® RMM2 cardboard box. The box contains two static bags and one clear plastic bag. The Intel® RMM2 is the 2 x 2 inch device in a static bag.
2. Open the warning seal on the static bag containing the Intel® RMM2 and remove the module. Be sure to follow the ESD precautions above
3. Locate the larger white label (serial number) on the bottom side of the module. (See figures below).
4. VERY CAREFULLY, raise the right edge of the label enough to see the 4 digit date code on the green board underneath. In some cases, the smaller label on the right side may need to be raised on its left side.

NOTE: Do NOT use anything sharp that might scratch or mar the PCB surface to raise the label. These labels should be pushed down and fully reattached to the boards after viewing the code.



5. If you have an Intel® RMM2 with the “0716” date code, use the following instructions to return the module to Intel for a replacement.
 - a. **Contact Intel using your standard method to set up an RMA.**
 - b. **Include the following information**
 - 1) **Issue AA-0896-1**
 - 2) **Part # (D84579-10x)**
 - 3) **Serial number (from the white sticker that was peeled back)****Note: For multiple boards, each serial number and part # must be provided.**

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

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