



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

Intel Action Alert

AA-0860-1

5200 NE Elam Young Parkway
Hillsboro, OR 97124

February 2, 2007

Intel® System Management Software v1.5, CD2 update required to support Intel® S3000AHV Server Board

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Products Affected

Intel® Server Board S3000AHV – PBA # D52072-206 – MM# 887329
Intel® System Management Software v1.5 – compact disc #2 (CD2)

Description

Intel® System Management Software v1.5 is available as a two CD package. The disc labeled “CD2” contains the Intel Active System Console management software, which installs locally on each server that is to be managed. The application displays hardware status such as temperature, voltages and fan speeds.

The problem described in this Action Alert prevents the server board from being properly detected during Intel Active System Console installation. Hardware management is therefore not possible.

Root Cause

The Intel® Active System Console application does not correctly detect the Intel® Server Board S3000AHV when the software is installed from CD2 of the Intel® System Management Software. The server board hardware status is therefore not reported by the management software.

The Super I/O controller on Intel S3000 chipset-based server boards recently changed from SMSC* SCH5017 to the SMSC* SCH5027. See PCN 106975-00 for details about this board change. At the same time the server BIOS was changed. The combined change prevented Intel Active System Console from properly detecting the Intel Server Board S3000AHV.

Corrective Action / Resolution

Intel has modified the server detection capabilities of Intel Active System Console on CD2 of Intel System Management Software. The software will continue to install on all previously supported server systems and will now install correctly on the Intel Server Board S3000AHV.

Intel has updated the Web posting of Intel System Management Software CD2. It may be downloaded through Intel Business Link and on <http://support.intel.com>. The new CD2 image has replaced the previous CD2 web posting and can be identified by a "p1" in the zip file name. The new download file name is "ISM-8-70-0-109T-CD2_p1.zip"

Recommended Customer Action

To install Intel Active System Console to monitor the hardware status of the Intel Server Board S3000AHV, download and use the updated CD2 of the Intel System Management Software v1.5.

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

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