intel®Technical Advisory

TA-0817-00

5200 NE Elam Young Parkway
Hillsboro, OR 97124

July 18, 2006

Intel® Server Chassis SR2400 SCSI Backplane Missing Resistors at R7N8 and R7N9

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Products Affected

Product Code	MM#	TA#	RoHS MM#	TA#
SR2400SYS	877985	C51956-019	881176	D53564-001
SR2400SYSNA	878002	C51956-019	881183	D53564-001
SR2400SYSD2	877981	C75704-019	880071	D53565-001
SR2400SYSD2NA	878004	C75704-019	878200	D53565-001
SJR2USKU07	877753	C79926-014	881173	D53568-001
A2400SCSIKIT	871674	C55969-005		

Description

Intel has identified a factory excursion with the SCSI backplane used in the Intel Server Chassis SR2400. During the last ECO to the SCSI backplane, two resistors at locations R7N8 and R7N9 were inadvertently removed from the SCSI backplane board - part number C53575-405. The missing resistors may result in the failure of the hard drive fault LED to illuminating when the system is in a RAID configuration and a hard drive failure occurs. This issue may also result in a failure of the backplane Hot Swap Controller firmware update process.

This issue will NOT cause data-corruption or data-loss. All SCSI backplanes with the part number ending in -404 revision or earlier revision, are NOT affected by this issue.

Your system will not be impacted if:
> You are running in a non-RAID configuration

Your system may be impacted if:
> You are running in a RAID configuration. The issue can be mitigated if you are running Server Management software configured to report hard drive failures through the operating system.

Root Cause

All SCSI backplanes with the part number in **-405** revision were built with two resistors missing which may result in intermittent firmware update failures or a failure to light the hard disk drive fault LED's.

Serial number range of impacted product for each affected product code:

Product Code	Serial Numbers Range
SR2400SYS / SR2400SYSNA	BZDR60751619 through BZDR62455146
SR2400SYSD2 / SR2400SYSD2NA	BZDR60653535 through BZDR62553549
SJR2USKU07	BZDR60953161 through BZDR62454967
A2400SCSIKIT	BZDR61051151 through BZDR62654922

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Corrective Action / Resolution
Intel has corrected this issue and has implemented a change to all the affected products to include resistors at location R7N8 and R7N9. Reference Product Change Notification (PCN) **106558-00** for product change details.

Customers experiencing either of these issues may request replacement from Intel. For replacement SCSI backplane boards, contact Intel using your normal warranty process. Please indicate that you are calling regarding TA# 0817-00, and have the following information when you call; the part number requested C53575-406, and the serial number(s) for the system(s) needing the replacement part.

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

Enterprise Platforms & Services Division
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