Intel Technical Advisory

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Intel® Server Chassis SR1400/SR2400 – SCSI Backplane Might Fail to Update Firmware

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Products Affected

Product Code	MM#	TA# Range	RoHS MM#	TA# Range
SR1400SYS	877118	C50219-013	881177	D53562-001 - D53562-003
SR1400SYSNA	877364	C50219-013	881182	D53562-001 - D53562-003
A1400SCSIKIT	870610	C50058-005	881159	D51254-001 - D51254-002
SR2400SYS	877985	C51956-019	881176	D53564-001 - D53564-004
SR2400SYSNA	878002	C51956-019	881183	D53564-001 - D53564-004
SR2400SYSD2	877981	C75704-019	880071	D53565-001 - D53565-004
SR2400SYSD2NA	878004	C75704-019	878200	D53565-001 - D53565-004
A2400SCSIKIT	871674	C55969-005 - C55969-007		
SJR2USKU07	877753	C79926-014	881173	D53568-001 - D53568-004

Description

An issue has been identified with the Boot Code v1.12 of the SCSI backplane firmware v1.08 used for Intel Server Chassis SR1400 and SR2400. While attempting to perform a SCSI backplane firmware update on the SR1400 SCSI backplane with the PBA number C53570-405 or the SR2400 SCSI backplanes with the PBA number C53575-405 or C53575-406, which are programmed with the SCSI backplane firmware v1.08 and Boot Code v1.12, some SCSI backplanes might fail to complete the update process. This will cause the Operational Code of the SCSI backplane firmware to be partially updated and leave the SCSI backplane in an undetermined state. Based on the testing result, the firmware update failure rate is about 5%.

ONLY the SR1400 SCSI backplanes with the PBA number C53570-405 and the SR2400 SCSI backplanes with the PBA number C53575-405 or C53575-406 are affected by this issue. All the SR1400/SR2400 SCSI backplanes with the PBA revision -404 or earlier, are NOT affected by this issue.

Your system will NOT be impacted if:
 You do NOT attempt to perform a SCSI backplane firmware update.
 You attempt to perform a SCSI backplane firmware update and successfully complete the update process.
Your system may be impacted if:
 You attempt to perform a SCSI backplane firmware update and fail to complete the update process.

Root Cause
From PBA revision -405, both the SR1400 SCSI backplane and the SR2400 SCSI backplane started using the new flash part, and are programmed with the SCSI backplane firmware v1.08 and Boot Code v1.12 to support the new flash part (See PCN 105977-00 and PCN 105978-00 for details on the change). The Boot Code v1.12 has a marginal timing issue with the new flash part, which might cause the SCSI backplane firmware update failure.

Corrective Action / Resolution
Intel is moving to have availability of the SCSI backplanes that will not have the potential failure as reported in this TA to support future updates. Once the availability is known, it will be communicated in a revision of this TA.

Workarounds
The current workaround is to NOT attempt to perform any SCSI backplane firmware updates on the SR1400 SCSI backplanes with the PBA number C53570-405 and the SR2400 SCSI backplanes with the PBA number C53575-405 or C53575-406, which are programmed with the SCSI backplane firmware v1.08 and Boot Code v1.12. Since the SCSI backplane firmware v1.08 is the latest firmware release, there is no need to update the SCSI backplane firmware on these SCSI backplanes. These SCSI backplanes will operate without issue unless the SCSI backplane firmware update is attempted and fails.

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

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