



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

Intel Technical Advisory

TA-0948-1

5200 NE Elam Young Parkway
Hillsboro, OR 97124

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Intel® Server Systems SR1625, SR2600, and SR2625 may not be able to load Linux OS or IDA from Optical Drive

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Products Affected

This is a list of suspect systems only. A suspect system will require further investigation to determine if it is affected by the issue covered in this Technical Advisory.

Product Code	MM#	Serial Number Range	Backplane PBA#
SR1625URR	905664	BZDT006xxxxx – BZDT007xxxxx	E27104-403
SR1625URSAS	900987	BZDT006xxxxx	E27104-403
SR1625URSASR	905665	BZDT006xxxxx – BZDT007xxxxx	E27104-403
SR2600URBRP	901093	BZDT002xxxxx – BZDT006xxxxx	E32704-203
SR2600URBRPR	905666	BZDT006xxxxx	E32704-203
SR2600URLX	900988	BZDT002xxxxx – BZDT006xxxxx BZPR006xxxxx	E32704-203
SR2600URLXR	905667	BZDT006xxxxx BZPR007xxxxx	E32704-203
SR2600URSATAR	905671	BZDT007xxxxx	E32704-203
SR2600URSAS	903736	BZDT003xxxxx – BZDT006xxxxx	E32704-203
SR2625URLXR	905669	BZDT005xxxxx – BZDT007xxxxx BZPR006xxxxx – BZPR007xxxxx	E26398-303
SR2625URBRPR	905668	BZDT007xxxxx – BZDT012xxxxx BZPR005xxxxx – BZPR007xxxxx	E26398-303
SR2625URSASR	905670	BZDT006xxxxx	E26398-303

Description

In the SR1625, SR2600, and SR2625 systems, the SATA Optical drive plugs directly into the backplane using a standard 13-pin SATA connector. This SATA channel is routed to a GL830 USB to SATA converter, located on the backplane. The optical drive is seen as a USB device in the system.

The backplanes of some SR1625, SR2600, and SR2625 systems have been built with an incorrect version of the GL830 converter. It is not possible to load a Linux OS or the Intel Deployment Assistant on a system using a backplane with the incorrect GL830 component. The failure mode will vary depending on the specific version of Linux used but can include a hang or kernel panic.

The systems built with the incorrect GL830 will not be able to install a Linux OS from the internal optical drive. If a suspect system has already used an internal optical drive to install a Linux OS, then that system is not affected by this issue. Systems that are already installed in the field and have not demonstrated an OS load failure can be assumed to have the correct GL830 component. These units are fully functional and should not be returned.

If Linux has already been installed without using the internal optical drive, failures can also be seen when attempting block reads to the drive. This can be tested using the command "dd if=/dev/cdrom1 of=/dev/null count 100". Systems built with the incorrect GL830 component will return an error. Systems built with the correct GL830 component will execute the command successfully.

The backplanes suspected to be built with the incorrect GL830 can first be identified by the system serial number list above. To confirm, the markings of the GL830 converter must be visually inspected. The GL830 is located on the rear of each backplane as shown in figures one, two and three. For each system, this component is visible after removing the top cover without removing any other parts from the system. Incorrect parts have a '02' suffix, see figure 4, while the correct parts have a '03', see figure 5.

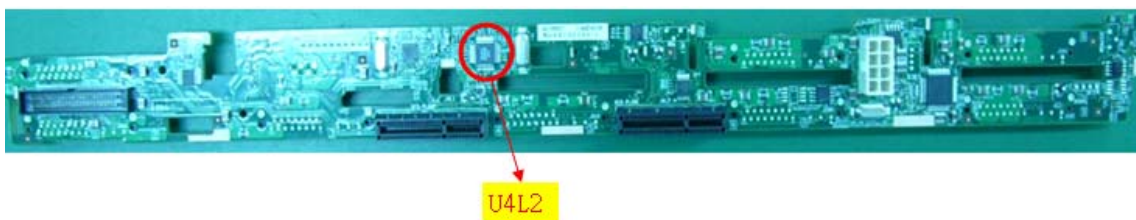


Figure 1: SR1625 Backplane (PBA# E27104-403) - Location U4L2



Figure 2: SR2600 Backplane (PBA# E32704-203) - Location U7M1

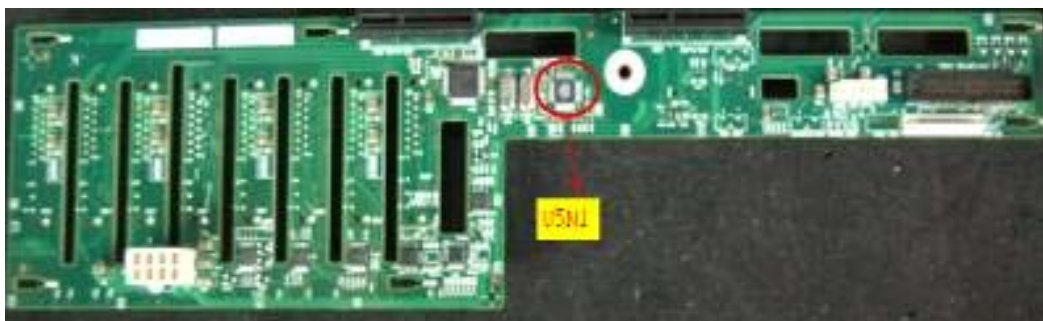


Figure 3: SR2625 Backplane (PBA# E26398-303) - Location U5N1



Figure 4: Incorrect GL830

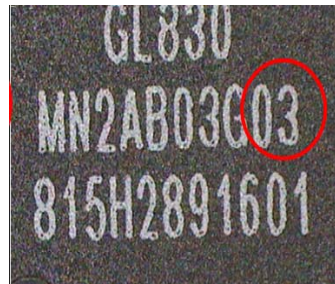


Figure 5: Correct GL830

Corrective Action / Resolution

All products shipped on or after March 23rd are confirmed to not be affected by this issue. Any system not listed in the Products Affected table above should not be affected by this issue. Additionally, an inspection has been added to confirm that all new shipments of the GL830 component are of the correct revision.

If you have one of the affected systems and would like a replacement backplane, please contact Intel using your normal warranty process, indicating that you are calling regarding TA# 0948-1. Have the following information when you call: the PBA# of the backplane and the MM#, Product Code, and serial number of the affected system(s).

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

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