Intel Technical Advisory

TA-0996-1

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April 1, 2012

INTEL® RAID C600 UPGRADE KEY REPLACEMENT ISSUE

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Products Affected
The following Intel® Server Boards based on Intel® C600 chipset:
- Intel® Server Board S2600CP
- Intel® Server Board S2600CO
- Intel® Server Board S2600JF
- Intel® Server Board S2600WP
- Intel® Server Board S2600GZ/GL
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The following Intel® Server Systems based on Intel® C600 chipset:
- Intel® Server System P4000CP
- Intel® Server System P4000IPL
- Intel® Server System P4000CRL
- Intel® Server System R2000GZ/GL
- Intel® Server System R1000GZ/GL
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Description
The above mentioned Intel® Server Boards and Systems may detect the incorrect Storage Control Unit (SCU) Redundant Array of Inexpensive/Independent Disks (RAID) information after installing or replacing the RAID upgrade key. The board or system may still show the previous RAID information even if you replace the key with a new one.

Root Cause
An issue exists with the Manageability Engine (ME) Firmware 02.01.05.069, where the system may not detect the new RAID activation key during the first time AC power on.

Corrective Action / Resolution
This issue will be fixed in the next revision of the ME Firmware (02.01.05.091) and will be cut into Intel factory product in the April 2012 timeframe. The new System Update Package (SUP) with new ME version will be posted on the www.intel.com/support website around the middle of April 2012.

Workarounds
A possible workaround for this issue is to do a second AC power cycle to the system after the RAID upgrade key has been installed or replaced to ensure the correct type of key is identified.

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

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