

intel® Technical Advisory

TA-0711-1

5200 NE Elam Young Parkway
Hillsboro, OR 97124

August 18, 2004

SRCU42X, SRCS16, SRCZCRX, SROMBU42E; Existing array may be deleted if a new array is created right after a background initialization has occurred.

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Products Affected

Product Code	Description
SRCU42X	Intel® RAID Controller SRCU42X
SRCS16	Intel® RAID Controller SRCS16
SRCZCRX	Intel® RAID Controller SRCZCRX
SE7520AF2	Intel® Server Board SE7520AF2 (Integrated SROMBU42E) Single Pack
BAF2HPBB	Intel® Server Board SE7520AF2 (Integrated SROMBU42E) Hot Plug PCI Board Ten Pack
BAF2BB	Intel® Server Board SE7520AF2 (Integrated SROMBU42E) Non-Hot Plug PCI Ten Pack

Description

A RAID 5 logical drive may be deleted by RAID Web Console when configuring additional RAID 5 logical drives under the following specific conditions:

- A RAID 5 drive member fails AND
- A hot spare drive completes a rebuild AND
- A background initialization is completed on an additional RAID 5 drive with 5 or more physical disks. AND
- Fast init is enabled in the adapter properties

This problem may be seen at the conclusion of the following steps:

- Enable Fast Initialization in the Adapter Properties
- Create a RAID5 array
- Install the Operating System and RAID Web Console
- Create Hot Spare drive
- Fail a drive and allow the Hot Spare drive to complete rebuild
- Create an additional RAID5 array with 5 or more drives
- Allow Background Init to start and complete (it will begin within 5 minutes of start of the operating system).
- Reboot system, the original RAID 5 logical drive may have been deleted

This issue is not seen when performing logical drive configurations using Bios Console.

Root Cause

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This issue is under investigation for root cause and will likely be addressed with an updated version of RAID Web Console.

Corrective Action / Resolution

This issue will be addressed with updated RAID controller software posted to the RAID controller's software download section of <http://support.intel.com/support/motherboards/server/>. Intel will implement the software update in the factory upon completion of the software test process. Customers should regularly make a verified backup of essential data and carefully follow the work-around described below.

Workarounds

Following completion of a drive rebuild, reboot the system prior to creating any new logical drives.

Or, Stop and restart the Raid Web Console Service within the Operating System, no reboot is required.

Or, Disable "Fast Init" in the RAID Adapter Properties.

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

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