

# intel® Technical Advisory

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## Intel® Server Chassis SC5300 And SC5275-E SCSI Hot Swap Drive Bay Firmware Version 1.07 May Cause System Hang Or Incorrect Memory Initialization

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### Products Affected

Product Code	MM #	Description
AXX6SCSIDB	856604	SC5300/ SC5275-E 6 Drive Hot Swap SCSI backplane assembly. Includes: Board, 6 ea drive carriers, SCSI cable, 6-drive bay, I2C cable, common installation guide
AXX4SCSIDB	856603	SC5300 4 Drive hot swap SCSI backplane assembly. Includes: Board, 4 drive carriers, SCSI cable, 4-drive bay, I2C Cable, common installation guide
FXX4SCSIBRD	857005	SC5300 4 Drive SCSI Backplane Board only
FXX6SCSIBRD	857004	SC5300 / SC5275-E 6 Drive SCSI Backplane Board only

### Description

Current release of SCSI hot swap controller (HSC) firmware, version 1.07 or earlier, has an I2C bus protocol problem. There are three visible symptoms of this problem. First, the system may hang during boot or during the power on self test (POST). Second, the system may mark DIMMs off line with no indication during the POST memory initialization. Third, a firmware update of the mini base board controller (mBMC) may fail to complete successfully. The chance of any of these errors occurring varies from about 30% to 50%.

### Root Cause

The HSC firmware version 1.07 causes I2C bus contention which interferes with the proper functioning of the mBMC functioning during power on or during firmware updates of the mBMC.

### Workaround

An AC power cycle (remove AC power cord) or DC power cycle (front button reset or DC power on/off) will allow the user to re-attempt to boot the system or update the mBMC firmware.

### Corrective Action / Resolution

Updating the HSC firmware to version 1.12 will resolve these problems. The SCSI back plane HSC firmware must be updated to version 1.12 first before updating the server board mBMC firmware. The proper order for updating the system firmware must be followed to reduce the risk of permanently corrupting the server board system firmware. The new HSC firmware version 1.12 is compatible with mBMC version 2.31 or later. The HSC version 1.12 firmware is posted on Intel's support web site <http://support.intel.com>.

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