



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

Intel Technical Advisory

TA-1012-01

5200 NE Elam Young Parkway
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June 25, 2012

Field Replaceable Unit (FRU) may not be updated properly and an "ERROR: UNKNOWN ERROR" occurs

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Products Affected

Product Code	PBA#
S2400SC	G18552-402

Description

Intel has identified a rare occurrence when using the Intel® Server Board S2400SC with PBA version G18552-402, the system FRU (Field Replacement Unit) may fail to update properly. This occurs when an attempt is made to update the FRUSDR.

The following error message may be displayed:
"Error: Unknown Error"

Root Cause

The boards experiencing this issue were found to be missing the "End of field marker" bytes in the FRU. These bytes indicate a FRU information end and its end address, thus the FRUSDR update utility cannot correctly read/write without this information which causes the FRU update failure with the unknown error to be displayed.

The missing "end of field marker" is caused by an Intel factory manufacturing process excursion.

Corrective Action / Resolution

The short term corrective action for this issue is to release a FRU recovery utility that can be used to recover the FRU on the affected S2400SC boards; customers can get the FRU recovery utility from the link below:

http://downloadcenter.intel.com/Detail_Desc.aspx?agr=Y&DwnldID=21494

Customers must follow the steps in the utility release notes to successfully recover the FRU.

The long term corrective action is to add an additional manufacturing process in the Intel factory to ensure there are no recurrences in the future.

If you require more information about this issue, please contact your Intel Sales Representative.

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