Intel Technical Advisory

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5200 NE Elam Young Parkway
Hillsboro, OR 97124

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PCIe Gen 3.0 Add-in RAID Adapter Support Issue

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Products Affected

Intel® Server Board S1400FP Family
Intel® Server Board S2400EP Family
Intel® Server Board S2400GP Family
Intel® Server Board S2400LP Family
Intel® Server Board S2400SC Family
Intel® Server Board S2600CO Family
Intel® Server Board S2600CP Family
Intel® Server Board S2600GL
Intel® Server Board S2600GZ
Intel® Server Board S2600IP Family
Intel® Server Board S2600JF
Intel® Server Board S2600WP
Intel® Server System H2000JF
Intel® Server System H2000LP Family
Intel® Server System H2000WP Family
Intel® Server System P4000CP Family
Intel® Server System P4000GP Family
Intel® Server System P4000IP Family
Intel® Server System P4000SC Family
Intel® Server System R1000EP Family
Intel® Server System R1000GZ/GL family
Intel® Server System R2000GZ/GL family
Intel® Server System R2000IP Family
Intel® RAID Controller RS25GB008 MM#919566
Intel® RAID Controller RS25NB008 MM#919567
Intel® RAID Controller RS25AB080 MM#919568
Intel® RAID Controller RS25SB080 MM#919569
Intel® RAID Controller RS25DB080 MM#919570
Intel® RAID Controller RS25FB044 MM#921700

Description

Intel is updating the second generation of 6Gb/s Intel RAID controllers to support PCIe Gen 3 bus speeds. During testing to support these updated PCIe Gen 3 capable RAID controllers, Intel has discovered that the PCIe Gen 3 capable controllers listed above may display critical interrupt messages or correctable error messages in the server System Event Log (SEL) when these RAID controllers are installed in one of the server board products listed above. This issue appears to be specific to the signaling characteristics between the server board PCIe Gen 3 slot and the specific RAID controller being used; and does not affect the PCIe Gen 2 versions of the raid controllers listed above.

Examples of the SEL log messages that might be observed:

Event# Date/time – Critical Interrupt, (#0x05) Unknown Event. BIOS - LUN#0 (Channel#0)

And/or

Event# - Date/time – Critical Interrupt, PCIe Cor Sensor (#0x5)
Informational event: PCIe Cor Sensor reports a correctable PCI Express Receiver error.

Root Cause

Intel is investigating the root cause and working to resolve the issue as quickly as possible.

Corrective Action / Resolution

In most cases, the event messages being logged will not require corrective action; however, it is suggested that the controller be moved to a different slot on the server board as the signal characteristics between the RAID controller and server board may vary from slot to slot, and the use of a different slot may resolve or lower the rate of event reporting. This Technical Advisory will be updated to include additional corrective action and issue resolution information when available.

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

Enterprise Platforms & Services Division
Intel Corporation