

intel[®] Action Alert

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2800 Center Driver
DuPont, WA 94327

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Intel[®] Server Compute Blade SBX44 Potential CSP Thermal Failure

Products Affected

Beta Intel Server Compute Blade SBX44: Product Code SBX44BEPP, TA C28632-001 and -002, CPU Board PN C27691-323, IO Board PN C27692-324.

Description

Intel has seen 1% of Beta server compute blade SBX44BEPP products experiencing a catastrophic thermal failure event on the CSP devices (processor voltage regulators) on the Processor board. A blade experiencing this event will eventually power itself off, however the length of time before shut down occurs and damage to the board may vary. This does not present a safety hazard as determined by Intel's product safety & regulations team who have confirmed that this failure mode is contained within the chassis enclosure as per the design requirements.

Root Cause

The catastrophic thermal failure condition occurs due to an error in the programmed BMC and PLD code that controls the SBX44BEPP blade over current protection. It was determined that the over-current protection feature of the blade did not protect against shorts between certain pins on the CSP's, which might be caused by accidental contact with tools or by metallic debris, etc.

All Beta server compute blade SBX44BEPP products are susceptible to this condition. Manufacturing has put the appropriate controls in place to minimize sources of unacceptable debris known to have caused this situation.

Corrective Action / Resolution

Modifications of the BMC and PLD code have been tested and shown to solve the problem that results in a catastrophic thermal event on the SBX44BEPP product.

The new versions of code, BMC12 and PLD1.3, will be implemented for Gold SBX44 product builds.

Recommended Customer Action

Intel recommends that customers do not operate the Beta server compute blade SBX44BEPP product unattended until the new BMC and PLD codes are loaded onto the blade. A flash utility to replace the BMC and PLD code will be made available to customers by 12/12/2003. Updating SBX44BEPP compute blades with this new code will correct the problem.

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

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