

intel® Technical Advisory

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Intel RAID Resource CD shipped with SRCMR may fail to launch Storage Console

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Products Affected

Intel RAID Card (**CD Only**) SRCMR with Resource CD part numbers A73887-002.

Description

Booting from the RAID Resource CD and launching Storage Console may fail and return the error message 'Invalid directory'.

Root Cause

The root cause has been traced to a coding error in the start up menu.

Corrective Action / Resolution

Intel has corrected the resource CD error with the release of the SRCMR Resource CD part number A73887-002. This corrected CD will be implemented at the factory at the earliest opportunity.

Workarounds

Storage Console can be run from an affected SRCMR Resource CD by following these steps:

1. Boot to the CD.
2. At the ROM DOS Startup screen, press the <F8> key to confirm each line in the config.sys file. The CONFIG line [N] changes to [Y] at the bottom right hand corner of the screen.
3. Choose option 2. Storage Console and <enter>.
4. You will be prompted to load each line. Choose Y for each line option until the following line:
5. DEVICE=\UTILS\STORCON\SRCX000.EXE, choose N to bypass this line.
6. Either press Ctrl-C or choose N to bypass processing the AUTOEXEC.BAT file.
7. At C:\> prompt, type "CD DOS"
8. At C:\DOS> prompt, type "SRCX000" to load the STORCON DOS driver.
9. After the driver loads, type "STORCON" to start Storage Console.

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

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