



Technical Advisory

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Intel® Storage System SSR212MC2 power supplies may have a startup issue under certain conditions.

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Products Affected

Product	Product Codes
Intel® Storage System	SSR212MC2 SSR212MC2NA SSR212MC2R SSR212MC2RNA

Description

Intel recently discovered an issue with some system power supplies not starting up properly under certain conditions. If AC power is applied to the power supply via an AC power cord, and the power supply is not turned on via the front panel power switch within 40 seconds, the power supply may not power up and the power supply Fault LED will illuminate.

Work Around

If your system will not power up, cycle the power supply's AC input voltage. Remove the AC voltage by unplugging the AC power cord, and then re-apply the AC voltage by plugging the power cord back in. Turn the power supply on via the front panel power switch within 30 seconds of re-applying AC input voltage.

Root Cause

The issue has been root caused to variation in component material specifications on some power supplies.

Corrective Action / Resolution

In the unlikely event you experience this issue and the Work Around described above is not acceptable, Intel will exchange your power supply through your normal warranty process. Please contact your Intel Representative for details on how to exchange your power supply.

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

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