



This Action Alert describes an issue which affects product functionality, reliability, or safety

# Intel Action Alert

AA-913-1

5200 NE Elam Young Parkway  
Hillsboro, OR 97124

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## Intel® Storage System SSR212MC2 Rack Rails may overextend.

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### Products Affected

Product	Product Codes
Intel® Storage Systems mounted using the supplied Rack Rails.	SSR212MC2 SSR212MC2NA SSR212MC2R SSR212MC2RNA SSR212MC2BR SSR212MC2BRNA SSR212MC2RBR SSR212MC2RBRNA

### Description

Intel has identified an issue with the Rack Rail stop mechanism. If the system is extended from the rack and then incorrectly overextended past the rack rail Stop Mechanism by using excessive force, or by rocking the server system from left to right while pulling, then it can cause the system to pull out from the rack. If the system is unintentionally pulled completely out of the rack, it could potentially cause injury to the Intel® Storage System SSR212MC2, other equipment, or personnel.

NOTE: The rails are designed to extend the system 17 inches out of the rack. The system cannot be fully extended due to the design of the system and rails. Normally, the only system maintenance performed by extracting the system partially from the rack is a hot swap fan replacement. A power supply replacement is performed with the system fully into the rack. Other maintenance always requires full extraction from the rack and relocation to a bench top. In this case, the operator must be ready to bear the full weight of the system and not be surprised by the extraction since that was their intention. The exception (mentioned above) is that the expected stop, and requirement to release the latches would not happen.

## Root Cause

The issue was root caused to the material of the rack rail stopping mechanism, which can cause the latch material to become damaged.

## Corrective Action / Resolution

Intel has redesigned the Rack Rails latch to enhance the engagement of the latch to the rail's stop tab that prevents the rails from separating. All materials built since the July 2008 timeframe (PCN 108390-03, TA D88964-006 and TA D88965-006) have the enhanced Rack Rail stopping mechanism included.

Intel has an update kit that will be available starting in late October 2008. Please contact Intel using your normal warranty support process with the following information: Replacement kit part number E55355-001, serial number of the system and the quantity of parts required and reference this AA number.

## Recommended Customer Action

Do not move the system forward past the Rack Rail stops. A slight friction can be detected once the rail stops are engaged (this occurs after extending the system approximately 17 inches / 430mm from the non-extended/detent position). Do not extend the system any further forward or the system could be pulled completely out of the rack.

NOTE: For the fan hot swap operation, extending the chassis enough to slide back the top cover to replace the fan is the correct process.

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

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