

intel® Technical Advisory

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SRCU21 / SRCU31 / SRCU31L Installation Failure with Service Pack 1 Integrated build of Microsoft Windows* 2000

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Products Affected

Product Code	Description
BOXSRCU21	Intel® Server RAID Controller U2-1 (SRCU21)
BOXSRCU31	Intel® Server RAID Controller U3-1 (SRCU31)
BOXSRCU31L	Intel® Server RAID Controller U3-1L Low Profile (SRCU31L)

Description

When installing the Service Pack 1 Integrated build of Microsoft Windows* 2000 onto a RAID Volume a message appears indicating that it could not find any available Hard Drives.

Root Cause

The Service Pack 1 Integrated build of Microsoft Windows* 2000 is treating the RAID mini port driver as a Plug and Play (PnP) device versus a legacy device. It is therefore not finding the mini port driver to start the install.

Corrective Action / Resolution

Download the new version of the mini port driver from the following web links:

<http://support.intel.com/support/motherboards/server/srcu21>

<http://support.intel.com/support/motherboards/server/srcu31>

<http://support.intel.com/support/motherboards/server/srcu31l>

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