



This Technical Advisory describes an issue which may or may not affect the customer's product

Intel Technical Advisory

TA-0936-1

5200 NE Elam Young Parkway
Hillsboro, OR 97124

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Intel® Server Chassis SC5299BRP Power Supply Failures

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Products Affected

<u>Product Code</u>
APP4650WPSU
SC5299BRP

Description

Intel is experiencing a higher than expected return rate on the power supplies for the Intel® Server Chassis SC5299BRP built before January 2008. Failures do not occur during run-time but may be encountered after the system is running for some time and it is powered off. The affected power supplies may not power back on. Only power supplies falling in the following serial number ranges are affected by this issue: M706XXXXXXXX and M707XXXXXXXX where XXXXXXXX are the sequential serial numbers.

Root Cause

The issue has been root caused to defective components in the startup control circuitry. A capacitor, from one specific vendor, did not meet the vendors' capacitor life projection.

Corrective Action / Resolution

Intel will replace affected power supplies built before January 2008 that are in the affected serial number ranges listed above. Power supplies built in January 2008 and after are not affected by this issue. Customers wishing to query their system for power supply serial numbers to see if they are affected by this issue can do so by running the following command line using the FRUSDR utility: **"frusdr /d fru IMBDEVICE 02"**

This will display the FRU area that contains the power supply serial number, see below for an example, the power supply area is highlighted in bold:

```
FRU & SDR Load Utility Version 2.0.1 Build 11
FRU IMBDEVICE on bus FFh, Device ID 02h, IPMB address 20h, Lun 00h
Displaying Header Area
Common Header Area (Version 1, Length 8)
```

Internal Area Offset = 00h
Chassis Area Offset = 00h
Board Area Offset = 00h
Product Area Offset = 01h
MultiRecord Offset = 09h
Pad = 00h
Checksum = F5h
Displaying Internal Use Area
Internal Use Information Area not present in FRU Device
Display Chassis Area
Chassis Information Area not present in FRU Device
Display Board Area
Board Information Area not present in this FRU Device
Display Product Area
Product Information Area (Version 1, Length 64)
Unicode Country Base = 19h
Manufacturer Name(ASCII) = HIPRO
Product Name (ASCII) = HP-R650FF3-LF
Part Number (ASCII) = D23019-008
Product Version (ASCII) = 00F
Serial Number (ASCII) = M70649000782
Asset Tag (ASCII) =
Mftr FRU File ID (ASCII) =

For replacement power supplies affected by this issue, please contact Intel using your normal warranty process, indicating that you are calling regarding TA# 0936-1. Have the following information when you call: the serial number(s) of the system(s) or chassis(s); and the part number and serial number of the affected power supply(s).

For customers that have power supplies outside of the affected serial number range and encounter power on issues, make sure that the power supply is seated well in the power supply cage. Power the system down, remove the power cord and remove the power supply and reseal the power supply in the cage.

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

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