

intel® Technical Advisory

TA-607-1

5200 NE Elam Young Parkway
Hillsboro, OR 97124

November 18, 2002

SR1300 350W Power Supply may fail under high temperature

Information in this document is provided in connection with Intel products. No license, express or implied, by estoppel or otherwise, to any intellectual property rights is granted by this document. Except as provided in Intel's Terms and Conditions of Sale for such products, Intel assumes no liability whatsoever, and Intel disclaims any express or implied warranty, relating to sale and/or use of Intel products including liability or warranties relating to fitness for a particular purpose, merchantability, or infringement of any patent, copyright or other intellectual property right. Intel products are not intended for use in medical, life saving, or life sustaining applications. Intel may make changes to specifications and product descriptions at any time, without notice. The **server chassis SR1300** may contain design defects or errors known as errata which may cause the product to deviate from published specifications. Current characterized errata are available on request.

Products Affected

PBA	TA	MM#	Prod Code
A72233-006	A88248-003	847545	KCW
A72233-006	A87660-002	847409	FXX350W

NOT all products affected – Only certain power supplies (FXX350W) and certain KCW are affected –See below

Description

An Intel customer has experienced unacceptably high fallout during elevated thermal testing using the SR1300 with 350-watt power supply. This failure was induced using elevated thermal conditions, which caused the power supply to go into a continuous shut down and reboot condition.

Root Cause

Root cause has been identified as a -12V voltage regulator in the power supply component failure due to a slight over-voltage on its input terminal. The over-voltage was the result of insufficient pre-loading on the -12V rail inside the power supply. This failure mode did not exhibit itself until testing was performed for extended periods of time at elevated temperature. The power supply vendor has corrected this issue by changing the value of the pre-load resistors on the -12V rail.

Corrective Action / Resolution

Intel has identified 3 affected date codes of power supplies impacted by this issue that were shipped in the KCW and FXX350W. Intel is correlating this to the actual KDK serial numbers. Please refer to the following page for the complete list of affected KDK serial numbers.

Affective PSU Date Codes	PS Serial Number Range
0228	DLD0228004282 to 5173
0236	DLD0236005748 to 6091
0238	DLD0238006092 to 6422

NO other Date Codes are affected.

Preliminary data indicates that if the power supply has been operational for at least 1 week the opportunity for failure diminishes. Intel does recommend performing a replacement of the KDK's power supply based on the identified serial numbers of the KCW supplied below, during the systems next preventative maintenance schedule.

intel® Technical Advisory

TA-607-1

5200 NE Elam Young Parkway
Hillsboro, OR 97124

November 18, 2002

Customers who have a potentially affected KDK's may request replacement of their power supplies. To obtain replacement power supplies; contact Intel using your normal warranty process. Please indicate that you are calling regarding TA# 607-1, along with the part number and system serial number. Request replacement part number: A72233-007. All SR1300 350W power supplies shipped from Intel effective November 1, 2002 will contain the new pre-load resistors for the correct pre-load on the -12V rail.

Potentially Affected KDK Serial Number list:

Intel Serial Number	Intel Serial Number	Intel Serial Number
AZCW2310001 - AZCW2310003	AZCW2330042 - AZCW2330043	AZCW2330301
AZCW2310007	AZCW2330045	AZCW2330303 - AZCW2330304
AZCW2310016	AZCW2330050 - AZCW2330051	AZCW2330313
AZCW2310018	AZCW2330054	AZCW2330326
AZCW2310021	AZCW2330058 - AZCW2330061	AZCW2330331
AZCW2310024 - AZCW2310025	AZCW2330063	AZCW2330336
AZCW2310027	AZCW2330066 - AZCW2330071	AZCW2330341
AZCW2310035	AZCW2330073	AZCW2330347
AZCW2310038 - AZCW2310039	AZCW2330075	AZCW2330365
AZCW2310043	AZCW2330079 - AZCW2330088	AZCW2340002 - AZCW2340003
AZCW2310046	AZCW2330090 - AZCW2330092	AZCW2340007
AZCW2310049	AZCW2330098	AZCW2340016
AZCW2310053	AZCW2330101	AZCW2340019 - AZCW2340020
AZCW2310065	AZCW2330104	AZCW2340023
AZCW2310068 - AZCW2310070	AZCW2330106 - AZCW2330108	AZCW2340026
AZCW2310073	AZCW2330115	AZCW2340031 - AZCW2340032
AZCW2310075 - AZCW2310076	AZCW2330117	AZCW2340041
AZCW2310086	AZCW2330119	AZCW2340046
AZCW2310090 - AZCW2310092	AZCW2330123	AZCW2340077
AZCW2310095 - AZCW2310097	AZCW2330125 - AZCW2330126	AZCW2340088
AZCW2310101 - AZCW2310150	AZCW2330131 - AZCW2330132	AZCW2340095
AZCW2310152 - AZCW2310495	AZCW2330134 - AZCW2330142	AZCW2340107
AZCW2310497 - AZCW2310504	AZCW2330144 - AZCW2330150	AZCW2340111 - AZCW2340112
AZCW2310509 - AZCW2310518	AZCW2330153 - AZCW2330165	AZCW2340114
AZCW2310520 - AZCW2310524	AZCW2330167 - AZCW2330170	AZCW2340119
AZCW2310528 - AZCW2310532	AZCW2330172 - AZCW2330173	AZCW2340125
AZCW2310534 - AZCW2310536	AZCW2330175	AZCW2340127
AZCW2310538 - AZCW2310541	AZCW2330177 - AZCW2330178	AZCW2340144 - AZCW2340145
AZCW2310543 - AZCW2310547	AZCW2330180 - AZCW2330187	AZCW2340153 - AZCW2340154
AZCW2310549 - AZCW2310555	AZCW2330189 - AZCW2330195	AZCW2340161 - AZCW2340162

intel[®] Technical Advisory

TA-607-1

5200 NE Elam Young Parkway
Hillsboro, OR 97124

November 18, 2002

Intel Serial Number	Intel Serial Number	Intel Serial Number
AZCW2330001	AZCW2330197 - AZCW2330201	AZCW2340167
AZCW2330009 - AZCW2330011	AZCW2330203 - AZCW2330209	AZCW2380231
AZCW2330013	AZCW2330211 - AZCW2330222	AZCW2390001 - AZCW2390050
AZCW2330016	AZCW2330224 - AZCW2330226	AZCW2390053 - AZCW2390091
AZCW2330020	AZCW2330228 - AZCW2330240	AZCW2390093 - AZCW2390184
AZCW2330023	AZCW2330242 - AZCW2330270	
AZCW2330025	AZCW2330283 - AZCW2330284	
AZCW2330029	AZCW2330286	
AZCW2330034	AZCW2330290	
AZCW2330036 - AZCW2330037	AZCW2330292	

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

Enterprise Platforms & Services Division
Intel Corporation