

# intel® Technical Advisory

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## Intel® Server Control v3.x Remote Diagnostics experiences unexpected disconnects

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### Products Affected

Intel® Server Control v3.x remotely managing Intel server systems: SKA4, SPKA4, SRKA4 or ISP4400

### Description

One of the features of Intel Server Control v3.x server management software is the ability to remotely run diagnostics on the following Intel server systems: SKA4, SPKA4, ISP4400 or SRKA4. The diagnostic software is located on a special service partition area of the remote server system hard drive and may be used as a confidence test for server system hardware and health. A portion of Intel Server Control called Direct Platform Control is used to remotely connect to the service partition from a client system and run the diagnostic software. In the current release of Intel Server Control v3.0 and v3.1 an anomaly has been discovered that may cause the Direct Platform Control application to prematurely disconnect from the server system while running remote diagnostics.

### Root Cause

The Direct Platform Control software can connect to the server system by LAN or modem. The premature disconnect anomaly can be experienced with either connection method. When a connection has been established there is ongoing low-level "heartbeat" communication between the client running Direct Platform Control and the server system. This communication validates the connection between the client and server system. Some subsystem tests of the remote diagnostic package briefly use large amounts of system resources, which may impact the low level "heartbeat" communication between the client and server systems. While these subsystem tests are running, the Direct Platform Control software may believe the communication with the server system has been lost and terminate the connection with the remote server. This unexpected loss of the connection may leave the server system in an unknown state and may possibly require a local reboot of the server system.

### Corrective Action / Resolution

To eliminate this problem Intel has updated two files. These files are part of the Remote Diagnostic software located on the server system and control all of the server subsystem tests. The file modifications eliminate the subsystem tests that are known to cause premature loss of connection. The user can download the updated files from the same location as this Technical Advisory and use them to replace the files currently on the system. The updated files that should be used are:

XCOMP.PKG	11KB	8/28/00
XQUICK.PKG	4KB	8/28/00

To replace the files on an existing installation:

- Download and copy the Xcomp.pkg and Xquick.pkg files to a floppy diskette.
- On the server system, select a local service partition boot by using the BIOS (F2) setup option.
- When the server system reboots it will boot to the service partition command prompt.
- Change directories to the Rdiags folder of the service partition.
- Save the current Xcomp.pkg and Xquick.pkg files by renaming them. Eg: rename Xcomp.pkg Xcomp.old.
- Insert the floppy disk and copy the new Xcomp.pkg and Xquick.pkg files to the Rdiag folder on the service partition.
- Reboot the system to the normal operating system.

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

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