

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

Intel Technical Advisory

TA-840-02

5200 NE Elam Young Parkway
Hillsboro, OR 97124

Aug 1, 2007

Intel® RAID Controller SROMBSAS18E Component Failure

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Products Affected

S5000PSLROMB
BBS5000PSLROMB
FXXSROMBSAS18E
SHW4URM3SA
SHW6URM3SA

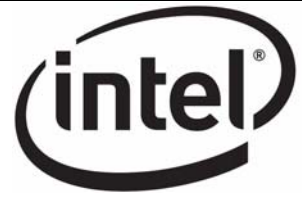
Description

Through its manufacturing test quality assurance processes, Intel has determined that a number of Intel® RAID Controller SROMBSAS18E adapter cards integrated with the Intel® Server Systems SHW4URM3SA, SHW6URM3SA, Intel® Server Boards S5000PSLROMB, BB5000PSLROMB, and spare part FXXSROMBSAS18E has encountered a component failure. This failure is related to a specific SROMBSAS18E RAID controller PBA number with specific date code, and Intel has identified a small amount of product that has shipped to customers with the affected PBA number and date code.

Only the Intel® RAID Controller SROMB18E adapter card has this specific PBA number and date code affected by this issue. The Intel® Server Systems SHW4URM3SA, SHW6URM3SA and Intel® Server Boards S5000PSL, BB5000PSL sold in conjunction with the Intel® RAID Controller SROMBSAS18E adapter **are not** impacted by this issue.

The component failure associated with this issue, which can be intermittent, will manifest itself as either a system hang during POST, a system NMI (Microsoft® Windows® blue screen), or a kernel panic if enabled within a Linux environment. These conditions, as associated with the component failure, can only occur when the Intel® RAID Controller SROMBSAS18E adapter card is installed on the server board.

The affected RAID adapter card has PBA number "D23589-303", and has date code "66M" at locations U1N1 and/or U6N2 on the back side of the RAID adapter card. The RAID adapter card has date code "66M" at locations U1N1 and/or U6N2 with PBA number different than "D23589-303" **is not** affected by this issue. The following pictures illustrate the exact locations where the information can be found:



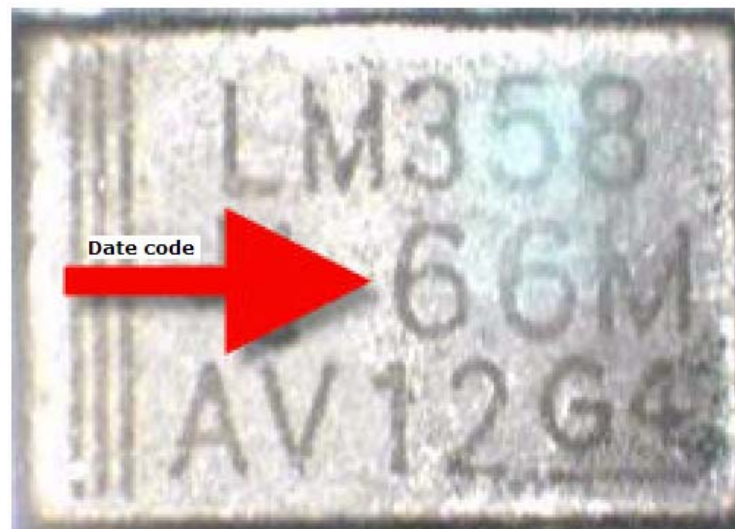
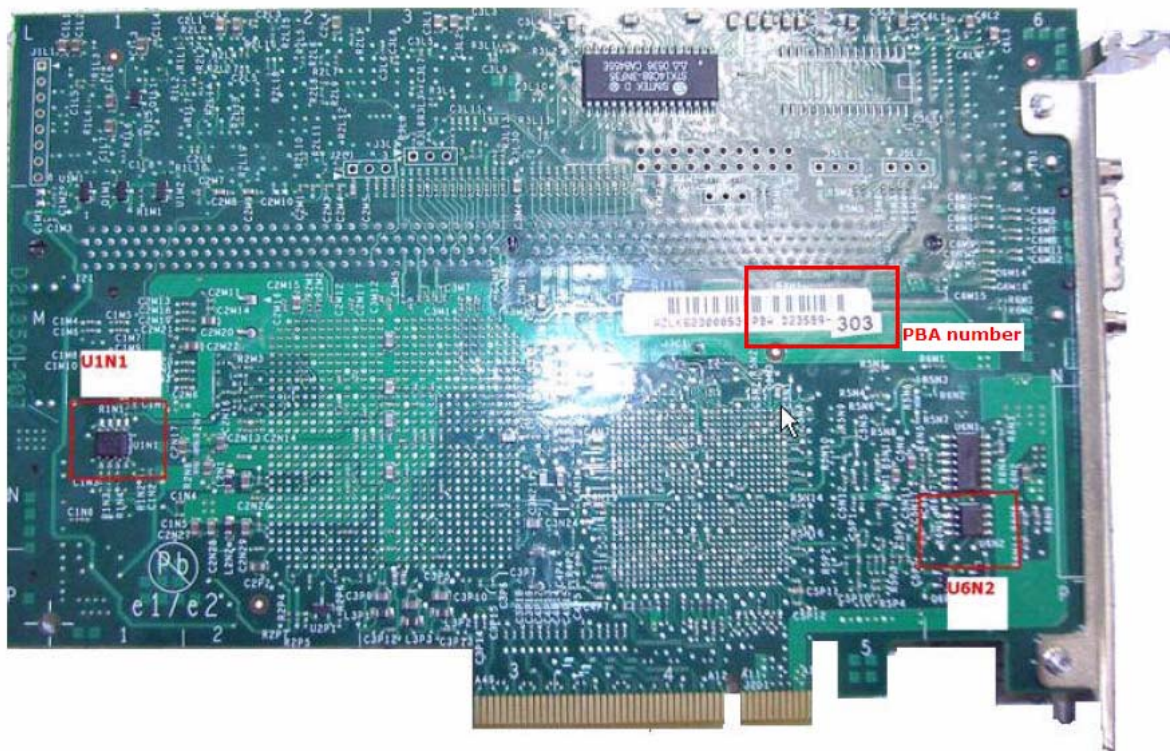
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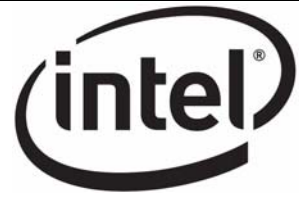
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Root Cause

Failure analysis reveals a component failure at location U1N1 and/or U6N2. The circuitry where this part is located serves as a linear regulator to supply 1.35V to the chip. The 1.35V rail had 80mv peak to the peak ripple voltage and was out of specification.

Corrective Action / Resolution

Intel has identified and quarantined all affected units found in the manufacturing facilities. All product not affected by this issue will be release to fulfill customers orders. Affected units that remain in the manufacturing facilities will be reworked, validated and returned to finished goods inventory. Intel has made necessary corrections, validated, and implemented changes to ensure this issue has been remedied and will not occur in any Production SHW4URM3SA, SHW6URM3SA, S5000PSLROMB, BBS5000PRSLROMB, or FXXSROMBASAS18E units **after 19 September 2006**.

Customers wishing to return an affected SROMBSAS18E RAID controller may request replacement from Intel. For replacement SROMBSAS18E RAID Controller, contact Intel using your normal warranty process. Please indicate that you are calling regarding TA#840; have the following information when you call: the part number requested D23589-303 and the serial number(s) for the system(s) needing the replacement part.

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

Enterprise Platforms & Services Division
Intel Corporation