



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

Intel Technical Advisory

TA-0959-1

5200 NE Elam Young Parkway
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Intel® Server System S7000FC4UR with PBA #D56804-703 may experience an intermittent BMC issue

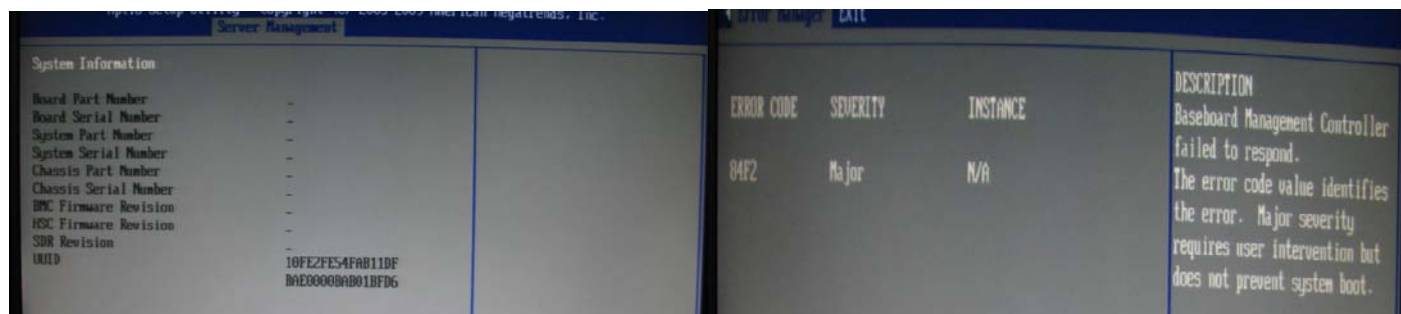
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Products Affected

Product Code	MM#	TA#
SFC4UR	899977	E10465-013
SFC4URE	899982	E10476-018
SFC4URX	900851	E56142-002
BFCBASE	899975	D64050-703

Description

Intel has identified an issue with the BMC on baseboards with PBA #D56804-703. When the issue occurs upon initial AC power on, the status LED does not display the normal yellow/green flashing sequence. The fan speed control is not active and erratic fan control will occur. The system information page of BIOS setup utility is empty and error code "84F2" is logged by the error manager:



Root Cause

Failure analysis has indicated that the issue is caused by the flash component which stores the BMC image. The supplier confirmed a silicon design issue where the first read to the flash component upon AC power-on can result in incorrect data when reading address 00h of the component. The issue only occurs on A/C power up and does not affect run-time operation.

Corrective Action / Resolution

Intel implemented a header change in BMC v23 firmware to work around this issue. There is no boot code or operational code change involved in BMC v23 firmware.

Intel released BMC v23 firmware and will rework current factory inventory to implement this workaround. For long term corrective action, the supplier is implementing a mask change of the flash component to correct this issue in hardware. Qualification of the revised component and potential cut-in to production of S7000FC4UR systems is TBD. The current software work around in BMC v23 firmware is a 100% solution. The flash component supplier confirmed that all components are susceptible to this issue. Intel recommends that all baseboards with PBA# D56804-703 be updated with the BMC v23 firmware.

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

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