Intel Technical Advisory

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SR1670HV/S5500HV BMC firmware Issue

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Products Affected
System: **SR1670HV (MM:902681) SR1670HVNA (MM:903665)**
Board: **BB5500HV (MM: 903447)**

Description
BMC event log may report error messages on power supply while the system operates under typical conditions. Most often the messages are consecutive ones between "PSU slow fan" and "PSU over temperature". When that happens, the front panel message LED will turn red.

Root Cause
The root cause is identified and the messages are confirmed to be false alarms. The cause is that the BMC regularly reads the PSU sensor status, and sometimes does not filter out invalid PSU sensor values that are triggering such false error messages.

Corrective Action / Resolution
BMC firmware is updated to correctly filter out the false error messages. We recommend that customers update the product with the latest BMC firmware version 1.17 to avoid such false error message and LED indications.

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

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