intel® **Technical Advisory**

TA-876-1

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August 22, 2007

Intel® Storage System SSR212MC2 may have incorrect screws in the boot drive enclosure assembly.

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Products Affected

Product	Product Codes
Intel® Storage System	SSR212MC2 SSR212MC2NA SSR212MC2R SSR212MC2RNA

Description
Intel recently discovered an issue with some system boot drive enclosures incorrectly having a Torx head screw that attaches the backplane to the boot drive enclosure assembly, rather than a Philips head. This is an FYI only for customers who are planning on adding one or two 2.5" boot drives to the internal enclosure.

Work Around
Obtain a Torx (T8) tool and use to remove/reinstall the Torx screws, which is required to add/remove 2.5" internal hard disk drives.

Or alternatively, request the correct Philips screws and the Torx tool, kit part number E21016-001. If you are an Intel Channel customer, contact your standard warranty support person. If you are an Intel Direct customer, email your request to SSR212MC2torx@intel.com . Please provide your return shipping information (name, address, telephone, email) and the SSR212MC2 system serial number in the email request.

Root Cause
The issue has been root caused to an error in the Bill Of Materials.

Corrective Action / Resolution
Intel will make available two Philips screws and a Torx (T8) tool to all effected customers, at no cost. All future production builds will use the M3 x 20mm Philips head screw.

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

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