intel® Technical Advisory

TA-0686-1

2800 Center Drive N
DuPont, WA 98327

January 30, 2004

Redundant Configuration Limitations Using First Revision of the Intel® Server Management Module SBCECMM

Products Affected
Intel® Server Management Module SBCECMM, TA C27061-001, PN C26927-001.
Intel® Blade Server Chassis SBCE, TA C23399-001

Description
Revision C26927-001 of the Intel® Server Management Module (MM) SBCECMM may not function properly when used as the secondary MM in a redundant configuration. In this configuration, both blowers may increase to 100%, multiple Blower Failures may be reported in the event log and all server blades may power down.

Root Cause
During production, support for a redundant MM feature was added to the product software. As a result, the need for a resistor change to the MM was identified to address a tolerance issue on the blower speed sensor. Due to this tolerance issue, some revision -001 MMs may work in a redundant configuration; however, many may experience the false blower failure described above.

Corrective Action / Resolution
A resistor change was made to the revision -002 MMs to correct this issue and provide support for the redundant MM feature.

All Intel Blade Server Chassis SBCE systems with a finished goods serial number of 882999A5107 or greater will contain a revision -002 MM; all Intel Blade Server Chassis SBCE systems with a serial number prior to 882999A5107 will contain a revision -001 MM. There was no MM# change to the SBCE when the revision -002 MM's were incorporated..

All orders for spare MMs will contain revision -002 MMs to ensure that any customer that orders a production-level spare MM for use as a secondary MM in a redundant configuration will receive a MM capable of supporting this feature/configuration.

Workarounds
The following are valid configurations that support redundant MM operation:

- Use a revision -001 MM as the primary MM and a revision -002 MM as the secondary/redundant MM
- Use two revision -002 MMs as both the primary and secondary MMs.

All Intel Blade Server Chassis SBCE systems are shipped with a single MM and will work in non-redundant mode using either a revision -001 or -002 MM.

To avoid false blower failures, customers must ensure that they are not using revision -001 MMs as both the primary AND secondary MM.

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

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

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