



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

Intel Technical Advisory

TA-0846-2

5200 NE Elam Young Parkway
Hillsboro, OR 97124

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Intermittent Issue with the DVD-ROM Drive on Intel® Server Platforms SR4850HW4/M, SR6850HW4/M, SR4850HW4/S, and SR6850HW4/S

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Products Affected

The following Intel® Server Platforms are affected:

- Intel® Server Platform SR4850HW4/M
- Intel® Server Platform SR6850HW4/M
- Intel® Server Platform SR4850HW4/S
- Intel® Server Platform SR6850HW4/S

Description

In limited cases, the DVD-ROM drive on the Intel® Server Platforms SR4850HW4/M, SR6850HW4/M, SR4850HW4/S, and SR6850HW4/S was not detected during manufacturing test quality assurance processes in our factory due to an issue with the SATA/PATA bridge board (Part Number: C71688-002 r01 and older). If this issue occurs, it would manifest itself as the DVD-ROM not showing in BIOS as a bootable device or in an operating system as an available drive.

Root Cause

The root cause is identified as a voltage leak that causes the bridge board to improperly reset following a reboot.

Workarounds

If the issue is observed, a DC power cycle should allow the DVD-ROM to be seen on the next boot. However, additional power cycles may be needed to workaround the issue in some circumstances.

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

Corrective Action / Resolution

Intel has confirmed this is an intermittent issue with limited customer impact and does not expect it to be experienced by all customers. Customers that power off their systems nightly or reboot their systems periodically face the highest potential to observe this issue.

Intel has taken corrective action to replace a by-pass capacitor with a resistor on the bridge board to drain the residual voltage. The new part number for the bridge board after this change is C71688-002 r02 or newer.

If the issue persists, please contact Intel using the normal warranty process. When contacting Intel, indicate that you are calling regarding TA #0846-2, and have the following information when you call:

- Part number requested
- Serial number(s) for the system(s)
- Part number and/or serial number of the board(s) needing replacement

Distributors wishing to return their product inventory may do so under a technical RMA. To initiate a technical RMA, distributors may contact the following toll free numbers, and reference TA #0846-2.

Americas: 1-800-INTEL4U or 1-800-468-3548
EMEA: 00 44 1793 403063 (not toll free)
APAC: 604-859-3344
IJKK: 81-29-847-0993 or 81-29-847-5417

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