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

Intel Technical Advisory

TA-932-1

5200 NE Elam Young Parkway
Hillsboro, OR 97124

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Hot-swap controller may cause kernel panic under Linux or temporary system unresponsiveness under VMware ESX

Products Affected

Intel® Server Systems:
- SR2500ALLX
- SR2500ALLXR
- SR1550ALSAS
- SR1550ALSASR

Intel® Server Chassis Accessories:
- FALSASMP

Intel® RAID Controllers:
- SRCSAS18E

Description

Under Linux, a kernel panic pointing to a failure in *megaraid_sas* driver may occur. Under VMware ESX, the system may become unresponsive for several minutes. In both cases the failure is followed by a "*PD Reset*" error showing up in the RAID Web Console 2 log with PD# corresponding to the hot-swap enclosure.

The issue exists only with LSI1068* based Hardware RAID controllers when used with Intel non-expander backplanes.

If a system has been stable for two months or longer, the issue is unlikely to occur on the system.

Root Cause

In case of a rare error condition on the I2C bus the hot-swap controller may not respond to some SES commands sent by the RAID controller. When this happens, it causes a time-out condition at the RAID controller level.

Corrective Action / Resolution

Intel has improved reliability of the I2C bus operation in the hot-swap controller firmware version 2.11 for all non-expander type backplanes.

The hot-swap controller firmware version 2.11 will be released around 8 June 2009.
It will be available for download at http://support.intel.com/support/motherboards/server/

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

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