Intel Technical Advisory

TA-933-1

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June 8, 2009

Expander enclosure may go offline causing a RAID failure

Products Affected

Intel® Server Chassis Accessories:
AXX6DRV3GEXP
AXX4DRV3GEXP

Description

Under certain rare conditions the expander enclosure may go offline and the RAID controller will report a failure on all drives installed in the enclosure. With some RAID controllers, power-cycling the system will be needed to restore the enclosure operation after the failure.

The frequency of the failure under normal operating conditions is once in 1 to 12 months depending on the system configuration. The failure may occur with high probability during system FRUSDR update.

With AXX6DRV3GEXP and AXX4DRV3GEXP, the issue occurs only when the IPMB cable is connected between the enclosure and the server board.

Root Cause

When the hot-swap controller receives an IPMI command and a SES command at the same time, the processing of the commands may fail and may result in a firmware crash. This causes the expander enclosure to go offline

Corrective Action / Resolution

Intel has fixed the issue by preventing I2C transactions from preempting outgoing SSP transactions. The fix is included in firmware version 2.12 for the expander enclosures.

The hot-swap controller firmware version 2.12 for the expander enclosures will be released around 12 June 2009.
It will be available for download at http://support.intel.com/support/motherboards/server/
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Please contact your Intel Sales Representative if you require more specific information about this issue.

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