



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

Intel Technical Advisory

TA-0898-1

5200 NE Elam Young Parkway
Hillsboro, OR 97124

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SATA hard-drives may not be detected on cold boot when installed in expander enclosures with firmware version 2.06 or earlier

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Products Affected

AXX6DRV3GEXP, MM# 877235
AXX4DRV3GEXP, MM# 877236

Description

In configurations where the expander enclosures listed above are used with a RAID controller and SATA drives, some hard-drives may not be detected by the RAID controller when performing a cold boot (powering the system up). After several minutes the undetected drives may light up the fault LEDs. After system reset or soft-reboot, all drives will be detected. If this issue occurs, the RAID arrays will be degraded or failed.

Depending on the particular system configuration, the failure may never occur, may occur intermittently, or may occur on every cold boot.

Root Cause

At a certain point during the cold boot process, the expander firmware incorrectly reports the status of SATA drives that have not finished spinning up. This results in a communication failure between the RAID controller and the hard-drives.

Corrective Action / Resolution

The issue has been fixed in hot-swap controller firmware version 2.08. All customers using expander enclosures with SATA hard-drives are advised to update their hot-swap controller firmware to version 2.08 or later, which can be downloaded from the following location:

http://downloadcenter.intel.com/Filter_Results.aspx?strTypes=all&ProductID=2414&OSFullName=All+Operating+Systems&lang=eng&strOSs=All&submit=Go%21

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