



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

Intel Technical Advisory

TA-0987-1

5200 NE Elam Young Parkway
Hillsboro, OR 97124

October 17, 2011

The backplane firmware of the Intel[®] Server Chassis P4304XXSHCN may get corrupted in first time system boot with Intel[®] Server Board S1200BTL if interruption occurs

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Products Affected

Product Code	MM#
P4304XXSHCN	911765

Only Intel[®] Server Chassis P4304XXSHCN with the following Serial Numbers are affected by this Technical Advisory:

FZUP1160761- FZUP1160790
FZUP1170438- FZUP1170668
FZUP1180001- FZUP1180015
FZUP1230134- FZUP1230315
FZUP1240001- FZUP1240182
FZUP1250925- FZUP1251226
FZUP1260285- FZUP1260392
FZUP1280628- FZUP1280829
FZUP1310606- FZUP1311187
FZUP1311277- FZUP1311287
FZUP1331143- FZUP1331321

Description

An issue was discovered at the Intel factory that powering down the system or removing AC power during the first time system boot may corrupt the firmware on the hot swap backplane of Intel[®] Server Chassis P4304XXSHCN. Users must wait a full 3 minutes after pressing power button for the first system boot to allow the backplane firmware update to complete.

When the failure occurs, customers may experience hot swap backplane Field Replaceable Unit (FRU) data not being accessible, system Sensor Data Records (SDR's) not being loaded completely, no response to IPMI commands from the hot swap backplane and Hard Disk Drive (HDD) and/or status Light Emitting Diodes (LED's) malfunctioning. Intel

does not anticipate any issues when customers use the Intel® Server Board S1200BTL with Intel® Server Chassis other than the Intel® Server Chassis P4304XXSHCN.

Root Cause

There is a built in mechanism to upgrade chassis backplane firmware automatically in the Baseboard Management Controller (BMC) of the Intel® Server Board S1200BTL. On the first system power on, the BMC checks the backplane firmware and initiates a backplane firmware upgrade, if required. If an interruption like powering down the server system or an AC power off occurs during the period of time when the firmware is being upgraded, the backplane firmware may be corrupted.

Corrective Action / Resolution

Short Term Corrective Action: Intel will provide replacement backplanes to customers who have a backplane failure occur.

Long Term Corrective Action: An updated backplane firmware has been implemented in the Intel factory which contains a fix that will allow the backplane firmware to recover automatically if the update is interrupted during the first power on. Customers do not need to wait 3 minutes with the updated backplane.

Please contact Intel using your normal warranty process for backplane replacements. Indicate that you are calling regarding TA0987-1. Have the following information when you call: the serial number(s) for the affected chassis (s), and the MM#, Product Code and/or part number of the affected item needed.

Workarounds

Wait for 3 minutes (starting from pressing the power button) with Intel® Server Chassis P4304XXSHCN and Intel® Server Board S1200BTL for the first time system boot to allow the backplane firmware to be fully updated.

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

Enterprise Platforms & Services Division
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