Intel Technical Advisory

TA-945-2

5200 NE Elam Young Parkway
Hillsboro, OR   97124

March 10, 2010

Power supply monitoring functions are not available on Intel® Server System SR1690WB

EPSD's power management solution is Node Manager and is not affected by this issue

Information in this document is provided in connection with Intel products.   No license, express or implied, by estoppel or otherwise, to any intellectual property rights is granted by this document.   Except as provided in Intel's Terms and Conditions of Sale for such products, Intel assumes no liability whatsoever, and Intel disclaims any express or implied warranty, relating to sale and/or use of Intel products including liability or warranties relating to fitness for a particular purpose, merchantability, or infringement of any patent, copyright or other intellectual property right.   Intel products are not intended for use in medical, life saving, or life sustaining applications.   Intel may make changes to specifications and product descriptions at any time, without notice. The products listed in this document may contain design defects or errors known as errata which may cause the product to deviate from published specifications. Current characterized errata are available on request.

Products Affected

- **SR1690WB**
- **SR1690WBNA**
- **FSR1690PS**

Description

An issue has been reported and duplicated by Intel on Intel® Server System SR1690WB when configured with the Intel® Xeon® Processor 5500 and system BIOS R0042/BMC45 or older versions. The issue observed exhibited the following symptoms in an Operating System with ACPI support:

- Certain Power supply information is not available (blank) in Intel® Active System Console
  - Predictive PS failure data (Internal voltage levels and fan speed)
  - Power supply temperature data
  - Power Supply FRU information
- FRUSDR utility can't detect the presence of Power Supply Unit when updating the system SDRs and will report "PS1 not found" message when loading the SDR

The dedicated power management applications based on the Intel® Management Engine (ME) like Intel® Node Manager (NM) and Data Center Manager (DCM) are not affected by this issue on the Intel® Server System SR1690WB.

Root Cause

There is a communication timing issue between Baseboard Management Controller (BMC) and power supply controller preventing the BMC from reading the sensors

Corrective Action / Resolution

This issue will not be fixed in the SR1690WB Server System and an erratum will be issued in the Monthly Spec Update. The Intel Server Board S5500WB Technical Product Specification will be updated to reflect the power supply requirements for proper communication.
Intel is reviewing the validation and manufacturing processes to prevent this type of issue in the future.

Recommended Customer Action

Customers should assess the sensor requirements of their solution to determine if there is impact from this issue. If required an optional in-line adapter can be installed between the server board and power supply to correct the communication timing and enable the sensors. For more information on this contact your Post Sales Support representative.

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

Enterprise Platforms & Services Division
Intel Corporation