



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

Intel Technical Advisory

TA-995-1

5200 NE Elam Young Parkway
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March 20, 2012

The Intel® RAID Controller audio alarm will sound after firmware upgrade if there is an existing RAID array created on the controller.

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Products Affected

Table 1. Products Affected

| Product | Product code | MM# |
|----------------------------------|--------------|--------|
| Intel® RAID Controller RS25DB080 | RS25DB080 | 912863 |
| Intel® RAID Controller RS25NB008 | RS25NB008 | 912859 |

Description

When updating the RAID controller firmware on an existing configuration using package 23.2.1-0023 (available at <http://downloadcenter.intel.com/Default.aspx?lang=eng>) the controller audio alarm will sound when no error exists. No error will be reported by the RAID utilities. A firmware update using this package on a RAID controller with no existing configuration can be performed normally and no alarm will sound.

Root Cause

There is a firmware issue that causes the controller to issue the audio alarm after the firmware update is performed on the controller with an existing array.

Corrective Action / Resolution

The issue will be fixed in the next firmware release. This Technical Advisory will be updated to include the firmware version with the fix implemented when available.

Workarounds

If the firmware update is required, please disable the audio alarm after updating the firmware or recreate the RAID array after the firmware update.

Note: before recreating the RAID array, please make sure the data on the existing array is fully backed up to another location.

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

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