intel® Technical Advisory

TA-0767-1

5200 NE Elam Young Parkway
Hillsboro, OR 97124

April 07, 2005

Intel® Server Compute Blade SBX82 May Lose Keyboard and Mouse Functionality in Pre-OS Environments

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Products Affected

Product Code	MM#	Part Number
SBX82	863106	C76430-001

Description
In limited configurations with multiple Intel® Server Compute Blades SBX82 installed into an Intel® Blade Server Chassis SBCE, a loss of keyboard and mouse functionality may be experienced in pre-OS environments, such as in BIOS Setup. This issue has been seen only in the Blade Server Chassis SBCE populated with more than eight (8), Server Compute Blades SBX82. The issue is intermittent. Keyboard and mouse functionality can be restored by resetting the blade, but the failure mode may reoccur.

Root Cause
An unknown quantity of -001 Server Compute Blades SBX82 were built using a component on the board that may at times exert a level of capacitance that is beyond specification, causing an intermittent loss of the USB circuit that controls the keyboard and mouse in a pre-OS environment.

Corrective Action / Resolution
This component will no longer be used in the production of the Server Compute Blade SBX82. An appropriate, functional substitute part has been identified, tested and will be used in all future builds.

Server Compute Blades SBX82 shipped after April 18, 2005 will not have the suspect part and will function appropriately. These blades can be identified by MM# 870607 and part number C76430-003.

No action is required for Server Compute Blades SBX82 that do not exhibit this problem. Customers who experience this issue should not install more than than seven C76430-001 level Server Compute Blades SBX82 in a single chassis. To reach a 14 blade, full chassis configuration, customers should populate the remaining seven blades with revision C76430-003 or greater Server Compute Blades SBX82. Configuration that use other server blade types, such as the Intel® Server Compute Blade SBXL52 or SBX44, in the same chassis with seven or less Server Compute Blades SBX82 are not susceptible to this issue.
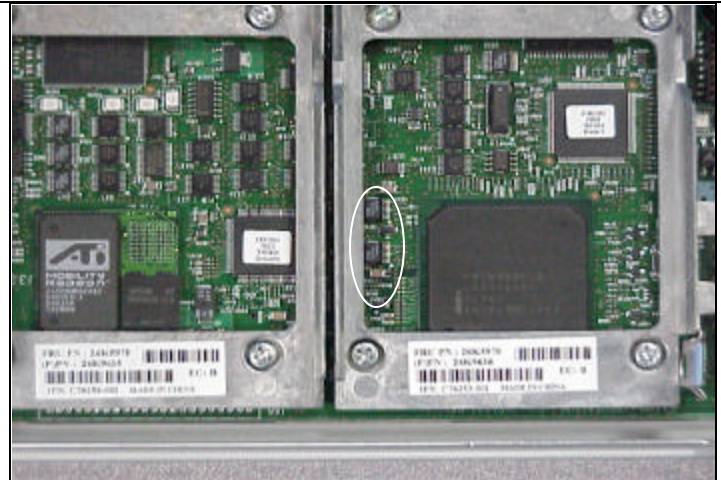
Use the photographs on the following page to assist in screening for the subject component.

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Component location is circled in the top two photographs. The photograph at the left shows the subject component part number: P13B 3257QE Y0418

Unrelated Keyboard and Mouse Errata
Below are two additional keyboard and mouse issues a user may experience. These issues are not related to the issue described in this Technical Advisory. This information is provided to avoid confusion in identifying the specific pre-OS environment keyboard/mouse issue described above.

Errata 1
Issue: Mouse activity may be erratic when using CMM console redirection. This issue appears with blades running Linux operating systems and using a GUI interface.
Workaround: Connect to the system through the network via telnet session or directly through a local KVM.

Errata 2
Issue: SLES - Mouse fails to work if the video is switched away during OS boot. Booting SLES8 without the video/kb/mouse selected fails to enable the mouse.
Workaround: Run yast to redetect the mouse or restart Xwindows.

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