

intel® Technical Advisory

TA-584-1

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Wrong I/O Shield Shipped in SE7500WV2 Box Board Products

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Products Affected

PBA	TA	MM#	Prod Code
A81417-402	A88241-001	847597	SWV2SCSI
A81418-402	A88237-001	847596	SWV2ATA

Description

Some SE7500WV2 SCSI boxed board product has been incorrectly shipped with an ATA I/O shield. This I/O shield is not compatible with the SCSI version of the SE7500WV2, as it does not have an opening for the external SCSI connector. Also some SE7500WV2 ATA boxed boards have also been shipped with wrong I/O shield, the SCSI I/O shield; which includes an opening for the SCSI connector that is not available on this version of server board. **Both I/O shields are not used when installing an SE7500WV2 in either the SR1300 or SR2300 Intel chassis, both I/O shields are intended for use with a third party chassis.**

Root Cause

Intel has implemented a corrective action in the factory that will prevent this from reoccurring. Future builds of the SE7500WV2 server boxed board SWV2SCSI and SWV2ATA will include the correct I/O shield.

Corrective Action / Resolution

Customers who receive a SE7500WV2 server boxed board with the incorrect I/O Shield may request a replacement I/O shield with the correct version. To obtain a replacement I/O shield, contact Intel using your normal warranty process. Please indicate that you are calling regarding TA# 584-1, and have the following information when you call: the part number requested: SCSI A58302-001, ATA A58298-001, the serial number(s) for the board(s) needing the replacement part.

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

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