



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

# Intel Technical Advisory

TA-0963-01

5200 NE Elam Young Parkway  
Hillsboro, OR 97124

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## Intel® Server System SR2612UR powers down after insertion or removal of a redundant power supply

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### Products Affected

SR2612URR (TA E88282-003 or E88282-004)  
Power Distribution Board PN ASM-00838-001 (PCA-00368-01-C Rev A2)

### Description

Intel® Server Systems SR2612UR configured with *two* power supplies in a redundant configuration will experience a system power down after removal or insertion of either power supply. The issue will also occur if input power is removed or lost by either power supply. The expected behavior for systems configured with two power supplies is for the remaining operational power supply to continue to provide adequate power for the system. This issue will occur in systems with TA revisions of E88282-003 or E88282-004. Systems with TA revision E88282-002 are not susceptible to this issue. The affected Power Distribution board has label marking PCA-00368-01-C Rev A2.

### Root Cause

This issue has been root caused to incorrect logic design on the Power Distribution Board (PDB).

### Corrective Action / Resolution

Intel is currently reworking all existing inventory, therefore systems built after ww31 will not exhibit this issue. Concurrently, a new PDB design is also in development and is scheduled as an engineering change order within the month. To avoid or recover from this issue, Intel recommends updating the system with a reworked or new version of the PDB.

Please contact Intel using your normal warranty process for a replacement PDB, indicate that you are calling regarding TA# XXX-XX. Have the following information when you call: the serial number(s) of the affected system(s); and the MM#, Product Code and/or part number of the affected item needed.

### Work Around(s)

There is no hardware or software work around for this issue.

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

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