

intel® Technical Advisory

TA-0772-1

2700 Center Dr.
DuPont, WA 98327

May 13, 2005

Intel® Server Platform SR6850HW4 Power Supply May Not Power On at Low Temperature

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Products Affected

Product Code: SHW6UR

Intel Part Numbers: C5733-004, C5733-005

Description

Some Delta power supplies, model DPS-1570AB B, failed to restart at low temperature during AC power cycling tests run during product validation. No failures were seen after 800 power cycles at 23°C. Ten power cycles each at 20, 18, 16, 14 and 12°C also did not fail. While ramping from 12 to 10°C, re-start became erratic. From 10 to 5°C the inability to re-start became repeatable.

An initial screen was implemented to detect susceptible power supplies. However, this screen was found to be only 90% effective. A second screening process has been implemented which is believed to be 100% effective. Power supplies that only went through the initial screen will have a green dot and a white label with "QAN640508" as shown in the picture below.



Systems with serial numbers AZG15190800 through AZG15190854 have power supplies which were screened with the initial process only.

Root Cause

The exact root cause of the problem has not been determined. However, the problem is suspected to be associated with IC831, a microcontroller in the power supply. Only a small percentage of IC831's with date code 0429 have been found in power supplies which may not power on below 12°C.

Corrective Action / Resolution

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Systems with product code SHW6UR built in WW21, and later, and all power supply spares with product code AHW6UPWR, will use power supplies screened with the second, more robust, screening process. Each power supply that has gone through the second screen will be identified by a yellow label (over the original white one) that says "QAN/RL6490508". See picture below (not the actual label).



No action is required by customers. Intel will provide warranty support for all power supplies used in product codes SHW6UR and AHW6UPWR.

Intel will continue root cause investigation.

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

Enterprise Platform & Services Division
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