

intel® Technical Advisory

TA-0839-01

5200 NE Elam Young Parkway
Hillsboro, OR 97124

November 16, 2006

Intel® Server RAID Controller SRCU42E Memory DIMM Fails with Corrupted Cache Message During POST or Hang During Operating System Installation.

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Products Affected

Product Code	MM#
SRCU42E	861692
SRCU42E	879068

Description

Intel has identified an issue with some memory DIMMs installed on and shipped with production builds of the SRCU42E RAID controller. Controllers with the affected part may display the following symptoms:

1. Display a message "Memory / Battery Errors were detected, the adapter has recovered but cached data was lost" during POST
2. The system will hang during Windows 2003 Operating System installation during the initial file copy process.
3. The system will behave erratically during heavy RAID workload.

Intel has determined that controllers built using one of six different memory DIMMS are affected, affected memory DIMM part numbers are listed below:

69001649INC-T
69001649MTC-T
69001649SMF-T
VM381L1624-B3SF
VM381L1624-B3EK
VM381L1624-B3MC

Root Cause

Intel has determined that some controllers with MM# 861692 and MM# 879068 were built using the defective memory part. Intel has identified the root cause of this issue as a signaling incompatibility with the affected memory modules which results in a single or multiple bit memory error occurring during controller operation. The method to identify affected controllers is described below.

Corrective Action / Resolution

Customers should return affected controllers through the normal warranty process. For Warranty requests for this issue, please indicate that you are calling regarding TA-0839-01, and have the serial number for each affected RAID controller available when you call. Affected controllers can be identified by checking the memory module part number as depicted below:

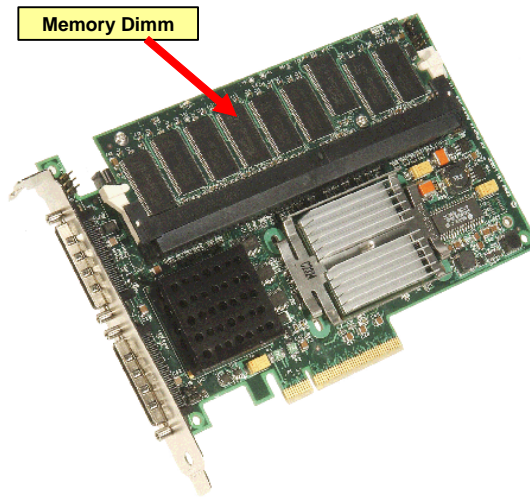
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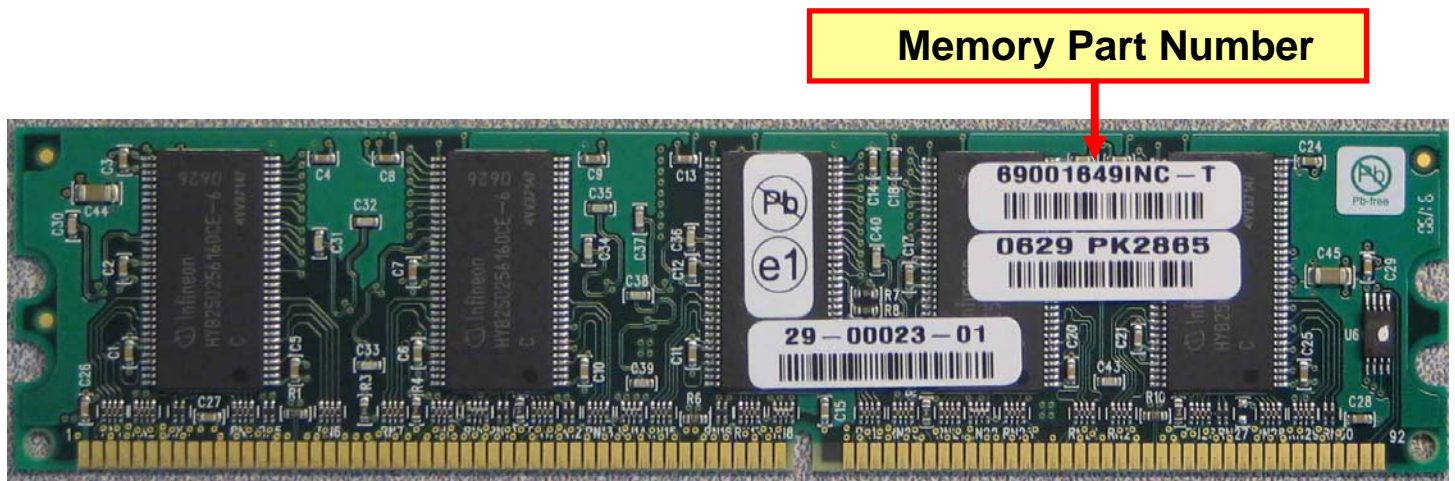
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1. The graphic below identifies the location of the memory model on the SRCU42E RAID controller:



2. Identify the affected memory module part number as depicted in the graphic below.



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

Enterprise Platforms & Services Division
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