

intel® Technical Advisory

TA-800-1

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Maxtor* Maxline* IV 7H500F0 500 GB Hard Drives May Cause Disk(s) Offline When Used With Fibre Channel Connectivity

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Products Affected

Intel® Storage System SSR316MJ2 - ALL

Description

When using Maxtor Maxline IV 7H500F0 500GB drives in conjunction with Fibre Channel connectivity in the Intel Storage System SSR316MJ2 under heavy stress testing, it has been observed that hard disks may intermittently go offline and become unavailable.

This issue has not been observed when using the affected drive under similar circumstances when using iSCSI connectivity.

Root Cause

The root cause has not been determined at this time.

Corrective Action / Resolution

Do not use the affected drives with Fibre Channel connectivity in the Intel Storage System SSR316MJ2.

Workarounds

There is no known workaround at this time.

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

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