

intel® Technical Advisory

TA-0351-1

5200 NE Elam Young Parkway
Hillsboro, OR 97124

February 22, 2001

Intel® SC5000/SR2xxx Server Platforms and Hard Drives Marked Off-Line.

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Products Affected

Product Combination	Product Code
SBT2 Server Board with SC5000 Chassis	SBT2, BBTBB, KHDHSRPU
STL2 Server Board with SC5000 Chassis	STL2, BTLBB, KHDHSU, KHDHSRPU
STL2 Server Board with SR2050 Chassis	STL2, BTLBB, KB2HST, KB2HSU
STL2 Server Board with SR2100 Chassis	STL2, BTLBB, KB3HSRP

Description

Intel has found that RAID controllers may simultaneously mark multiple drives as failed on the above listed platforms. Drives will not operate when marked as failed. This issue has been seen while running a disk stress test with various RAID controllers and Ultra 160 drives. The problem is potentially present in all HSC RAID configured applications, but it is believed that higher SCSI bus speeds aggravate the problem, i.e. Ultra 160 is at higher risk than Ultra 2.

Root Cause

The root of the problem is that the HSC and HSBP do not correctly capture and handle SCSI resets under intense SCSI bus activity.

Corrective Action

Product codes KB2HST and KB3HSRP are on build and ship hold until production firmware is available. Intel continues to work this issue and an update will be provided on or before March 1, 2001.

A beta release of firmware will be provided for customers requiring a release for testing. Customers wishing to do this must have an L440GX+ platform to flash the new HSC. A timeline is included below for the availability of beta firmware and production candidate firmware for each affected platform. Beta firmware and production candidate firmware will be posted to FDBL. Production firmware will be posted to FDBL and support.intel.com. Availability dates of beta firmware include minimal testing. Stress testing will be done in parallel. The dates below are subject to change if unexpected issues are found during evaluation and stress testing.

<u>Platform</u>	<u>Beta Firmware Available</u>	<u>Production Candidate Available</u>
STL2/SR2100	February 26, 2001	March 5, 2001
STL2/SR2050	February 26, 2001	March 5, 2001
SBT2/SC5000	March 5, 2001	March 12, 2001
STL2/SC5000	March 5, 2001	March 12, 2001

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

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