

Technical Advisory

TA-828-4

5200 NE Elam Young Parkway
Hillsboro, OR 97124

August 09, 2006

LSI*20320I-R 64-bit PCI-X Ultra 320 SCSI Single Channel (with LSI Logic Integrated* RAID components: IM and IS) Host Bus Adapter, included with the Intel® Server Board S5000VSASCSI, Has Missing (Blank) or Corrupt Firmware

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Products Affected

Product Code	MM #	Description
S5000VSASCSI	883473	Intel® Server Board S5000VSA 8-DIMM SATA board "bundled" with the LSI*20320I-R 64-bit PCI-X Ultra 320 SCSI Single Channel(LSI Logic Integrated RAID components) Host Bus Adapter

Description

All Intel® Server Boards S5000VSASCSI, shipped with the LSI20320I-R 64-bit PCI-X Ultra 320 SCSI Single Channel (with LSI Logic Integrated* RAID components: Integrated Mirroring and Integrated Striping) Host Bus Adapter, contain either a "blank" or "corrupted" LSI20320I-R firmware.

Root Cause

The LSI20320I-R firmware image, flashed at the vendor (LSI) factory, has been confirmed to be corrupt.

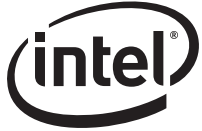
Corrective Action / Resolution

Intel, and its SCSI (Integrated RAID) controller vendor LSI, are carefully screening their warehouse and factory inventory, and making necessary changes to their manufacturing process to insure that all future Intel® Server Board S5000VSASCSI, "bundled" with the LSI20320I-R SCSI (Integrated RAID) card, are packaged with the latest "fully-functional" SCSI (Integrated RAID) firmware image preloaded at the LSI factory.

If you have received an Intel Server Board S5000VSASCSI package you may either choose to:(1) Flash the LSI20320I-R SCSI (Integrated RAID) Firmware, using the update utility (20320I-R_OpROM_v 5.10.06_flash_package.zip), available via <http://support.intel.com> or (2) Return the SCSI controller for exchange, using Intel's standard warranty or RMA process.

Customers who choose the second option (i.e. return the SCSI controller) should expect to receive the updated replacement LSI20320I-R SCSI controller from Intel by September 15, 2006. When calling Intel for a replacement card please reference TA-828, provide the SCSI card Intel P/N: D42298-001, card serial number (see back of the card or the second white label on the electro-static discharge packaging) and the exchange quantity requested.

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



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