Intel Technical Advisory

TA-0994-1

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Intel® Gigabit Ethernet Switch, AXXSW1GB Does Not Maintain Configuration Changes

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Products Affected

Product	Product Code	MM#	TA#	PBA#
Intel® Modular Server	MFSYS25V2	910774	G18812-001	N/A
Intel® Modular Server	MFSYS35	902319	D91403-017	N/A
Intel® Modular Server	AXXSW1GB	891842	E16069-005	D70739-407

Description

Intel has found that the Intel® Gigabit Ethernet Switch (ESM) does not maintain customer configuration changes after a reset or power cycle of the ESM.

Should there be a power cycle or reset of the ESM, customers will find that the ESM has reverted back to default settings and that their switch configuration changes have not been saved.

All ESM spares and MFSYS25V2 and MFSYS35 chassis' manufactured after August 21, 2011 (WW35) are affected.

Root Cause

Root cause has been determined to be a Read Only Memory (ROM) image issue which prevents configuration changes from being saved.

Customer configuration changes will be accepted and the ESM and system will function with the input changes but those changes are not saved to the ESM ROM making them vulnerable to a power cycle or reset.

Corrective Action / Resolution

A firmware fix has been developed that allows the ESM ROM to save configuration changes correctly. The fix has been incorporated into UFU 10.8 and is in final test and is expected to be posted the week of 6 February 2012 (WW06).

Customers with MFSYS25V2 systems need only update to UFU 10.8 to incorporate the ESM firmware correction.

Customers with MFSYS25 and/or MFSYS35 systems that have access to an MFSYS25V2 can insert the ESMs from the older systems into the new system and apply the UFU update. Once the update is complete the ESM can be moved back to the original system.

In the event that a customer has an MFSYS25 and/or MFSYS35 system and does not have access to an MFSYS25V2, the ESM can be returned to Intel for replacement. A UFU update to correct the ESM issue will not be released for the MFSYS25 or MFSYS35 systems. Contact Intel using your normal warranty process, indicating that you are calling regarding TA# 0994-1. Have the following information when you call: the serial number(s) of the affected ESM(s), system(s); and the MM#, Product Code and/or part number of the affected ESM. The ESM is the only module that needs to be returned for replacement.

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

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