



Technical Advisory

TA-0805-2

2800 Center Drive
Dupont, WA 98327

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SCSI drives not seen when attached to slot 5 of the Intel® Server Platform SR4850HW4 or SR4850HW4/M SCSI backplane

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Products Affected

Intel® Server Platforms SR4850HW4 and SR4850HW4/M

Description

SCSI drives that require a high in-rush current when a server is powered-on prevents the SCSI controller from detecting the hard disk drive in bay 5. The following two drives are known to exhibit this behavior.

- Maxtor* 73-GB hard drive model **8D073J00**
- Maxtor* 73-GB hard drive model **8J073J00**
- Hitachi* 73GB hard drive model **HUS103073FL3800**

Root Cause

The Intel® Server Platform SR4850HW4 SCSI backplane (Intel Part Number C53306-420) drive slot 5 is designed with an overcurrent protection of 6 amps. Some SCSI drives require a larger amount of in-rush current and a longer time to normalize the current than is supported on the Intel® Server Platform SR4850HW4 SCSI backplane.

Workarounds

Intel recommends using SCSI drives that require a high in-rush current only in bays 1 through 4 of the Intel® Server Platforms SR4850HW4 and SR4850HW4/M.

Corrective Action / Resolution

Intel has enhanced the capabilities of the Intel® Server Platform SR4850HW4 SCSI backplane. This enhancement increases the overcurrent protection on slot 5 from 6 amps to 7 amps. This change enables support for SCSI hard disk drives with high in-rush current requirements. To use SCSI hard disk drives with high in-rush current requirements in slot 5, the use of the Intel® Server Platform SR4850HW4 SCSI backplane with Intel Part Number C53306-425 or above may resolve this issue. However, the three drives listed above are not yet fully supported with either the C53306-425 or the C53306-551 SCSI backplane boards. Limited remaining issues have still been reported with these drives, and the team is continuing to investigate the issues.

Please contact your Intel support representative if more specific information about this issue is required. Reference the following Technical Advisory number: TA-0805-2.

Enterprise Platforms and Services Division
Intel Corporation