



This Technical Advisory describes an issue which may or may not affect the customer's product

Intel Technical Advisory

TA-0837-2

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Intel® Server Chassis SR1400/SR2400 – SCSI Backplane Might Fail to Update Firmware

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Products Affected

| Product Code | MM# | TA# Range | RoHS MM# | TA# Range |
|---------------|--------|-------------------------|----------|-------------------------|
| SR1400SYS | 877118 | C50219-013 | 881177 | D53562-001 - D53562-003 |
| SR1400SYSNA | 877364 | C50219-013 | 881182 | D53562-001 - D53562-003 |
| A1400SCSIKIT | 870610 | C50058-005 | 881159 | D51254-001 - D51254-002 |
| SR2400SYS | 877985 | C51956-019 | 881176 | D53564-001 - D53564-004 |
| SR2400SYSNA | 878002 | C51956-019 | 881183 | D53564-001 - D53564-004 |
| SR2400SYSD2 | 877981 | C75704-019 | 880071 | D53565-001 - D53565-004 |
| SR2400SYSD2NA | 878004 | C75704-019 | 878200 | D53565-001 - D53565-004 |
| A2400SCSIKIT | 871674 | C55969-005 - C55969-007 | | |
| SJR2USKU07 | 877753 | C79926-014 | 881173 | D53568-001 - D53568-004 |

Description

An issue has been identified with the Boot Code v1.12 of the SCSI backplane firmware v1.08 used for Intel Server Chassis SR1400 and SR2400. While attempting to perform a SCSI backplane firmware update on the SR1400 SCSI backplane with the PBA number C53570-405 or the SR2400 SCSI backplanes with the PBA number C53575-405 or C53575-406, which are programmed with the SCSI backplane firmware v1.08 and Boot Code v1.12, some SCSI backplanes might fail to complete the update process. This will cause the Operational Code of the SCSI backplane firmware to be partially updated and leave the SCSI backplane in an undetermined state. Based on the testing result, the firmware update failure rate is about 5%.

ONLY the SR1400 SCSI backplanes with the PBA number C53570-405 and the SR2400 SCSI backplanes with the PBA number C53575-405 or C53575-406 are affected by this issue. All the SR1400/SR2400 SCSI backplanes with the PBA revision -404 or earlier, are NOT affected by this issue.

Your system will NOT be impacted if:

You do NOT attempt to perform a SCSI backplane firmware update.

You attempt to perform a SCSI backplane firmware update and successfully complete the update process.

Your system may be impacted if:

You attempt to perform a SCSI backplane firmware update and fail to complete the update process.

Root Cause

From PBA revision -405, both the SR1400 SCSI backplane and the SR2400 SCSI backplane started using the new flash part, and are programmed with the SCSI backplane firmware v1.08 and Boot Code v1.12 to support the new flash part (See PCN 105977-00 and PCN 105978-00 for details on the change). The Boot Code v1.12 has a marginal timing issue with the new flash part, which might cause the SCSI backplane firmware update failure.

Corrective Action / Resolution

Intel has corrected this issue in Boot Code v1.14 and has cut in the SCSI backplane firmware v1.10 and Boot Code v1.14 on all the affected products. Reference Product Change Notification (PCN) 106901-00 for product change details.

Customers experiencing this issue may request replacement from Intel. For replacement SCSI backplanes, contact Intel using your normal warranty process. Please indicate that you are calling regarding TA# 0837-2, and have the following information when you call; the part number requested C53570-406 for SR1400 SCSI backplane or C53575-407 for SR2400 SCSI backplane, and the serial number(s) for the system(s) needing the replacement part.

Workarounds

The current workaround is to NOT attempt to perform any SCSI backplane firmware updates on the SR1400 SCSI backplanes with the PBA number C53570-405 and the SR2400 SCSI backplanes with the PBA number C53575-405 or C53575-406, which are programmed with the SCSI backplane firmware v1.08 and Boot Code v1.12. Since the SCSI backplane firmware v1.08 is the latest firmware release, there is no need to update the SCSI backplane firmware on these SCSI backplanes. These SCSI backplanes will operate without issue unless the SCSI backplane firmware update is attempted and fails.

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

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