Intel Technical Advisory

TA-1001-1

5200 NE Elam Young Parkway
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Inaccurate ambient temperature readings reported with storage SKUs of the Intel® Server System R2000GZ/GL product family

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Products Affected

The following system SKUs of the Intel® Server System R2000GZ/GL product family are affected by this issue.

Intel Product Code	TA #	Intel Product Code	TA #
R2224GZ4GCSAS	G52160-001 G46838-001 G52158-001 G52159-001	R2312GZ4GC4	G63767-001 G63761-001 G63765-001 G63766-001
R2224GZ4GC4	G63776-001 G63769-001 G63774-001 G63775-001	E2224GL4GC	G46839-001
R2312GL4GS	G52114-001 G46829-001 G52112-001 G52113-001	E2312GL4GC	G46830-001
R2312GZ4GCSAS	G52110-001 G46828-001 G52108-001 G52109-001		

Problem Description

Intel received customer reports that server management software was reporting ambient air temperatures that were ~8ºC above the actual ambient air temperature.

Note that this is a server management software reporting issue only. Fan control and other embedded platform management features are not affected by this issue.

Root Cause

Intel has determined, that when illuminated, the storage front panel LEDs were affecting the ambient air readings of the thermal sensor mounted on the storage front panel board by ~8ºC above the actual ambient air temperature.

Corrective Action / Resolution

As a short term fix for this issue, Intel has released a new FRUSDR update which will load a modified ambient air thermal sensor SDR that compensates for the elevated temperature readings.

The new FRUSDR (rev 1.03) can be downloaded from http://www.intel.com/support.

Intel recommends customers with affected systems download the 1.03 rev of the FRUSDR utility and update their systems.

As a long term fix, Intel will change the design of the storage front panel assembly so that no component on the storage front panel board can affect the readings of the thermal sensor. The storage front panel change to affected products will be made at some later date. The change will be communicated through the standard Product Change Notification (PCN) process.

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

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