(intel®)

Intel Technical Advisory

TA-0892-2

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Intel® Remote Management Module 2 Firmware May Impact Hot Swap Controller Firmware Updates

Products Affected
All Intel® Remote Management Module 2 products using firmware 5990:

Product Code	MM#	PBA#
AXXRMM2	888501	D84579-101 (after firmware update)
AXXRMM2	894383	D84579-103
AXXRMM2BULK	888498	D84579-101 (after firmware update)
AXXRMM2BULK	894385	D84579-103

Description
The latest firmware available for the Intel® Remote Management Module 2 (Intel® RMM2) is version 5990 and is provided to add Intelligent Platform Management Interface (IPMI) command functionality to the Intel® RMM2 LAN. This version of firmware ships from Intel with all D84579-103 boards and is available as a firmware upgrade on http://support.intel.com/ for earlier boards.

Root Cause
During normal operations, the Intel® RMM2 and the server Baseboard Management Controller (BMC) routinely exchange management communications. The same bus used for Intel® RMM2 to BMC communication is used to update the Hot Swap Controller (HSC) firmware. Beginning with Intel® RMM2 firmware version 5990, the communication occurring on the path to the BMC will slow the communication to the HSC and may cause the HSC upgrade to fail. Firmware updates for the BMC are not impacted.

Workaround
Intel recommends stopping communication between the Intel® RMM2 and the BMC during HSC firmware updates. This may be accomplished by using the command line utility "Kiratool" (available for DOS, EFI, WinPE and Linux), to temporarily stop communication between the Intel® RMM2 and the server BMC.
1. Obtain Kiratool from http://support.intel.com/ (under the Intel® RMM2 product)
2. To stop communication from the Intel® RMM2 type:
   (locally) "kiratool -a cfg set ipmi.medium._c_ none"

   (Or remotely) "kiratool -a -l <ip#> -u <username> -p<password> cfg set ipmi.medium._c_ none"

3. Wait approximately 30 seconds before beginning the HSC firmware update. The 30 second delay will give the Intel$^{®}$ RMM2 and BMC time to complete communication before switching tasks.
4. Proceed with the HSC firmware update.
5. Once complete, type these two commands to restart the Intel$^{®}$ RMM2 communications.
  (locally) "kiratool -a cfg set ipmi.medium._c_ i2c"
    "kiratool -a reset"

  (Or remotely) "kiratool -a -l <ip#> -u <username> -p <password> cfg set ipmi.medium._c_ i2c"
       "kiratool -a -l <ip#> -u <username> -p <password> reset"

Refer to the documentation for Kiratool for additional information.
Note: Intel server S7000FC4UR requires the use of the username and password for local or remote connections. In addition, this Intel server does not support DOS based utilities. Use the WinPE, Linux or EFI versions of kiratool.

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

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