



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

# Intel Technical Advisory

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## **RAID controller fails to initialize due to backup battery cable plugged in incorrectly**

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### **Products Affected**

AXXRSBBU3, MM# 883471, 899345

### **Description**

The AXXRSBBU3 RAID battery is designed for use with both Intel® RAID Controllers and ROMB Solutions, and ships with an assortment of cables designed for use with these various RAID solutions. During installation, it is required to select the correct cable and connect it between the RAID controller and the battery. The cable end plugs and their matching connectors on the RAID controller and on the battery are keyed to serve as a guide for proper connection mating. However, it is possible to force the cable plug into either the controller's or the battery's connector backwards which will result in failure of the RAID controller during POST initialization and will result in damage to the battery.

Unplugging the incorrectly installed cable from the battery and repowering the system will allow the RAID controller to function normally. However, the battery module will be damaged and no longer usable.

### **Root Cause**

The battery cable connector is keyed to prevent plugging in the cable backwards. However, if sufficient force is applied, it is still possible to plug in the cable incorrectly.

## Corrective Action / Resolution

Intel is not planning a new connector design.

All customers are advised to carefully observe how the battery cable connectors are keyed and to avoid asserting unnecessary force when plugging in the cable. Yellow wire of the cable must be located closer to the center of the battery circuit board.

If the battery has been connected incorrectly and the system was powered on, the battery will need to be replaced.



**Figure 1. Connecting cable to AXRSBBU3**



**Figure 2. Connecting cable to SRCSAS144E**



**Figure 3. Connecting cable to SRCSASJV**

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

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