Intel Technical Advisory

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Intel® Server System SR1630HGP SGPIO Cable May Be Plugged Into Wrong Connector

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Products Affected

Table. 1. Products Affected

Product	Product code	MM#
Intel® Server System SR1630HGP	SR1630HGP SR1630HGPNA	902732, 907517 902734, 905819

Description

Intel has discovered an issue with the server products listed above in which the SGPIO cable is plugged in the wrong connector on the server board. The SGPIO cable should be plugged in the black SGPIO connector. But in some systems the SGPIO cable was incorrectly plugged in the white HSBP (Hot Swap Backplane) connector. These two connectors are pin compatible; therefore different colors are used to distinguish the connectors. Figure 1 shows the SGPIO cable when it is correctly plugged into the black SGPIO connector.
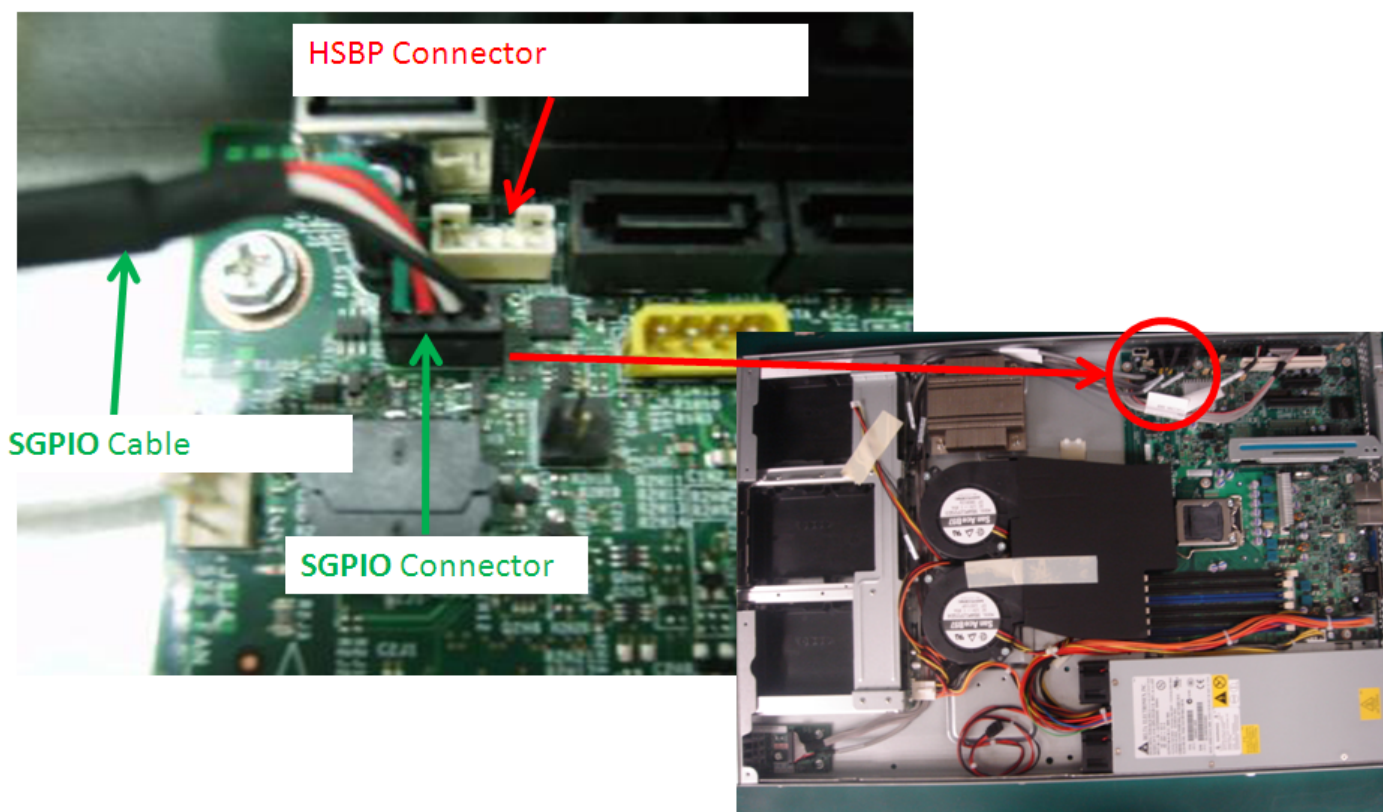
Figure 1 Correct SGPIO Cabling Installation

When the SGPIO cable is mistakenly plugged into the HSBP connector, the Hard Disk Drive (HDD) activity LED from the hot swap slot could light up unexpectedly. These three HDD activity LEDs (either amber or green) may incorrectly be lit and stay on.
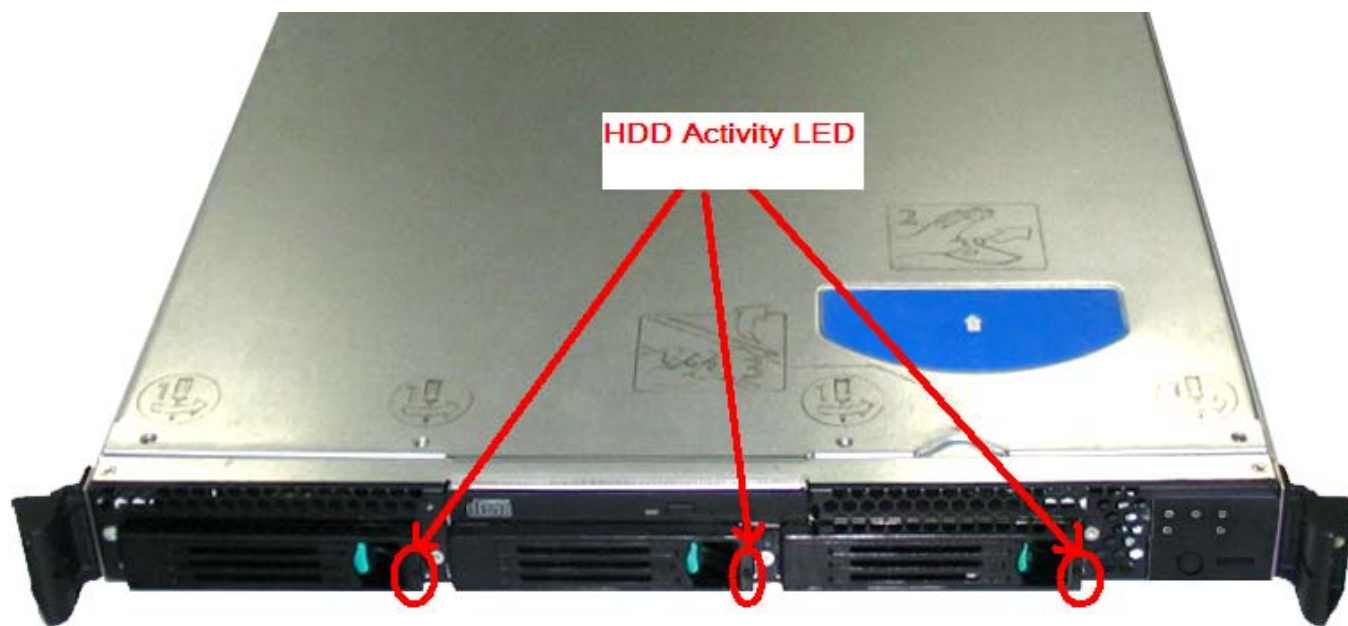

Figure 2 HDD Activity LED location

Root Cause

This issue has been root caused to an assembly issue in the Intel factory production line.

Corrective Action / Resolution

Intel implemented corrective action in the factory assembly line starting with products carrying the system Serial Number AZGY0110001 and later. Please refer to Figure 3 and 4 for the location and definition of the Serial Numbers.
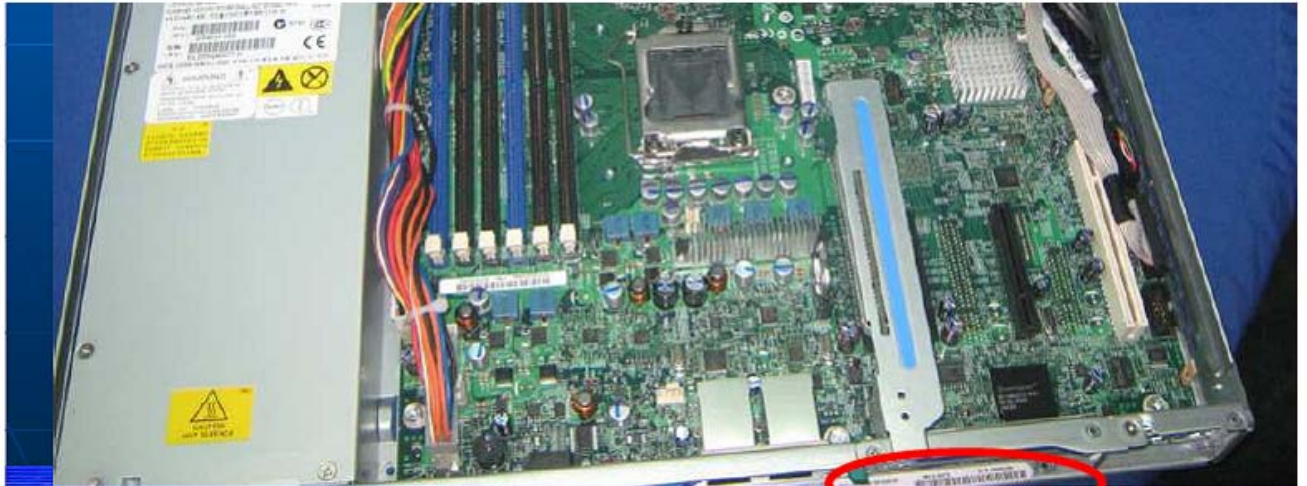

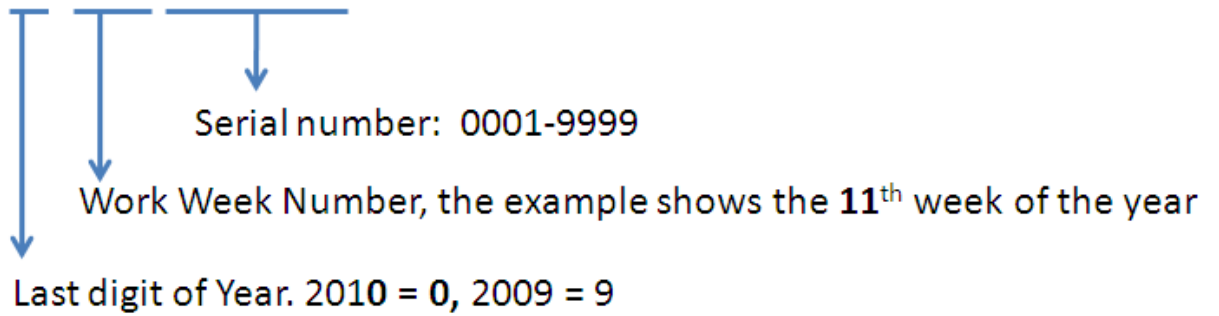**Figure 3 System Serial Number Sticker Location**

Figure 4 System Serial Number Definition

Recommended Customer Action

Customers can check the HDD Activity LED light behavior. If any of the LED's are unexpected lit and the system built date was before WW11, 2010, customers may refer to the Figure 1 to check the SGPIO cable connection and correct it accordingly. For the top cover disassembly procedure, please refer to Intel® Server System SR1630HGP Quick Start User's Guide on the Intel® Server Deployment Toolkit CD or at http://www.intel.com/support/motherboards/server/s3420gp/sb/CS-030745.htm.

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

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