

intel® Technical Advisory

TA-594-3

5200 NE Elam Young Parkway
Hillsboro, OR 97124

January 3, 2003

Intel® RAID controller SRCMR (Product Code SRCMRU) Firmware Must be Updated to Version 2.34.00-R030 or Later When Installed in an SE7500WV2 or in an SHG2 with Production BIOS 3.

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Products Affected

Product Code	Description
SRCMR	Intel® RAID Controller SRCMR
SRCMRU	Intel® RAID Controller SRCMR
SWV2SCSI	Intel® Server Board SE7500WV2 (SCSI SKU boxed 5-pack)
BWVSB	Intel® Server Board SE7500WV2 (SCSI SKU bulk 10-pack)
SHG2	Intel® Server Board SHG2 (Boxed Board 5-pack)
BHG2BB	Intel® Server Board SHG2 (Bulk 10-pack)

Description

The Intel® RAID Controller SRCMR currently shipping with firmware version 2.32.00-R015 must be updated to firmware version 2.34.00-R030 or later when installed in the Intel® Server Board SE7500WV2 or in the Intel® Server Board SHG2 with production BIOS 3 (version P03). The SE7500WV2 must be updated to production BIOS 02 (P02) or later and BMC firmware 15 or later. The Intel® Server Board SHG2 must be updated to BIOS version P03 or later and BMC version 18. When installed in an SE7500WV2 or an SHG2 with BIOS P03, the SRCMR firmware update must be performed using the RAID controller firmware recovery process with a manual over ride. The RAID controller may also be updated using the normal firmware update process when installed in another compatible Intel server board. This firmware update issue has not been observed using the Intel RAID Controller SRCMR with the Intel Server Board SCB2 or with third party motherboards that are included on the SRCMR Tested Hardware and Operating System List. See <http://support.intel.com/support/motherboards/server/srcmr/>. However, Intel recommends updating to the latest firmware version on these server boards when possible.

Root Cause

The SRCMR firmware version 2.32.00-R015 is not compatible with the SE7500WV2 BIOS version P01, P02, or later version; or with the SHG2 BIOS version P03 or later versions.

Corrective Action / Resolution

An updated version of the SRCMR RAID controller firmware that resolves this issue is provided on the support website listed above.

Workarounds

For proper operation of an SRCMR controller in an SE7500WV2 or SHG2 server boards, the server board BIOS and Firmware should be updated to the latest version available at <http://support.intel.com/support/motherboards/server>. With the SRCMR installed in either of these two server boards, the firmware version can be updated to 2.34.00-R030 or later by using the Firmware Recovery Utility (FRU) with a manual override. The RAID controller firmware and recovery utility have been made available at <http://support.intel.com/support/motherboards/server/srcmr/software.htm> as a

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diskette image in the form of a self-extracting executable file (fru23301.exe) to aid in the update process. This update can be performed in an SE7500WV2 or an SHG2 by completing the following steps:

- Download and extract the firmware recover utility to a floppy diskette.
- Download and extract the 2meg_fw_030.exe firmware image file to floppy diskette.
- Remove power (unplug the power cords) from the target system and move the recovery jumper (J1B1) on the SRCMR controller to recovery (RECOV) position, pins 1-2.
- Install the RAID card into an SE7500WV2 or SHG2, reconnect power, and boot to the firmware recovery floppy diskette.
- The system will extract files to a RAM drive, a menu will be presented that lists the installed raid card and the type of firmware file needed (2mb).
- Insert the 2mb firmware diskette and press the number key associated with your RAID controller as displayed on the menu (usually the number 0 unless you have more than one RAID card installed).
- The Firmware will be programmed into the RAID controller, when complete you will be prompted to exit.
- Power down the target system and remove power (unplug the power cords).
- Move the recovery jumper on the RAID controller back to the "normal" position.
- Reinstall the RAID controller, re-connect power, and boot the system.

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

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