intel®**Technical Advisory**

TA-599-1

5200 NE Elam Young Parkway
Hillsboro, OR 97124

September 4, 2002

Correct installation of the Intel® RAID controller SRCMR (Product Code SRCMRU) in an SE7500WV2 and the use of the low profile PCI retention bracket.

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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)
BWVSBB	Intel® Server Board SSE7500WV2 (SCSI SKU bulk 10-pack)

Description
The Intel® RAID Controller SRCMR must be installed in one of the RAIDIOS enabled PCI slots located on the PCI Bus C riser of the SE7500WV2. It is recommended that the SRCMR(U) controller be installed in the lowest riser slot. The SRCMR is designed to work in conjunction with the Adaptec AIC7899 controller integrated on the SE7500WV2 server board. Installing the SRCMR into a non-RAIDIOS enabled slot will result in the failure of the SRCMR BIOS to display during POST and the failure of the SRCMR to detect the hard disk drives attached to the onboard SCSI connectors.

RAIDIOS enabled slots are located on PCI bus C riser which only supports low profile PCI cards. The SRCMR controller currently ships without a low profile PCI bracket. A low profile bracket must be obtained to properly secure the card in the correct PCI slot.

Root Cause
SRCMR does not currently ship with a low profile bracket; the SRCMR cannot be secured in the RAIDIOS enabled slots without the use of a low profile bracket. Inserting the SRCMR into the full height / full length PCI slots located on the PCI Bus B Riser will result in failure of the SRCMR to properly detect and utilize the on board AIC7899 SCSI controller; and the failure of the SRCMR BIOS to POST and to detect drives attached to the SE7500WV2 SCSI connectors.

Corrective Action / Resolution
The SRCMR must be installed in the SE7500WV2 PCI Bus C riser using a low profile PCI retention bracket. A low profile bracket will be added to the SRCMR boxed contents at the factory about the end of September 2002.

Workarounds
The SRCMR must be installed in PCI Bus C riser that is located on the outside edge of the server board as depicted in the graphic below.
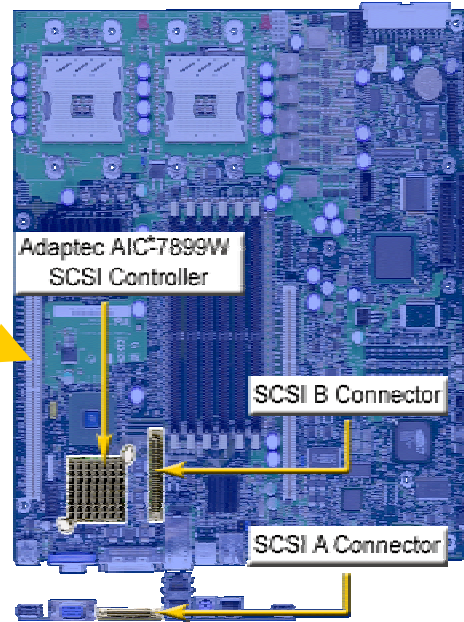
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PCI BUS C
Riser Slot

The SRCMR
must be
installed in the
riser for this
slot.

It is recommended that the SRCMR be installed in the lowest PCI slot on the riser when using the SR2300 chassis.

The full height bracket must be replaced with a low profile bracket on the SRCMR by removing the two screws that hold the full height bracket in place and replacing it with a low profile bracket. Customers receiving the SRCMR without a low profile bracket who intend to install the SRCMR controller into an SE7500WV2 should contact their Intel representative or Intel Customer Support to obtain a low profile bracket.   The Intel part number for the low profile bracket is C11892-001. When contacting Intel Customer Support, please have the serial number of the SRCMR available and reference TA-599-1.

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

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