intel. Technical Advisory

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SRCS14L does not recognize drives upon a "warm boot" of the server.

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Products Affected

Product Name	Order Code	Description
SRCS14L	SRCS14L	Intel® RAID Controller SRCS14L

Description
The SRCS14L RAID controller is a serial ATA RAID controller. When a "warm boot" is used to reboot the system, the RAID controller will not properly recognize the SATA drives attached to it during POST. A "warm boot" can occur when rebooting the system using the <Cntl><Alt><Del> keys to perform a reboot, when using the reset button to perform a reboot, or when the server is rebooted by the operating system. Powering on the system using the power button allows the drives to be properly recognized during POST. This problem is present in firmware version 2.36.01-R042.

Root Cause
This issue is caused by the failure of the RAID controller's firmware to correctly reinitialize the controller during a "warm boot".

Corrective Action / Resolution
Intel has identified a correction for this problem and will include that correction in a future firmware release for SRCS14L RAID controller product.

Workarounds
Use the power button to power off the system and power it back on when a reboot is required.

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