



Technical Advisory

TA-809-1

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Intel® Entry Storage System SS4000-E Recovery CD issue.

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Products Affected

Product	Product Codes
Intel® Entry Storage System SS4000-E	SS4000-E

Description

Intel recently discovered an issue with using the recovery CD to restore a disk image. If a disk image is created that is greater than or equal to 50GB in size and the partition option was selected using the Intel® Client Backup and Recovery tool, the recovery CD will not recognize the image. This will not allow a user to restore a disk image to a new disk drive.

Work Around

When creating the disk image using the Intel® Client Backup and Recovery tool it presents both a disk letter and any partitions on that disk. If the letter representing the disk, i.e., the entire disk, is selected the Recovery CD will be able to recognize the image regardless of size. If the image will be greater than or equal to 50GB in size choose the entire disk in the Client Backup and Recovery tool.

Root Cause

Invalid limitation in backup software algorithm.

Corrective Action / Resolution

A new release of the Recovery CD is available on the Intel support website and via FDBL. The release version is 3.0 build 356P (RCDv30b356-P.zip & contains the following CD iso image DSRECV30b356p.iso).

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

Storage Group
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