



Technical Advisory

TA-816-1

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Intel® Storage System SSR212MA SAN Software License Key erroneously installed.

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Products Affected

Product	Product Codes
Intel® Storage System	SSR212MA SSR212MANA

Description

Intel recently discovered an issue with a SAN Software License Key being incorrectly installed on some Intel® Storage System SSR212MA units, resulting in the following error being reported via the Storage System Console (SSC), "The License key does not match the SSMs serial number".

Work Around

From the SSC (Module>Feature Registration tabs), delete the *Serial Number* and *License Key* data from the boxes on the Feature Registration tab.

Root Cause

The issue has been root caused to an error in the manufacturing process.

Corrective Action / Resolution

Intel has added a step in the manufacturing process to ensure the SAN Software License Key is not installed, prior to shipment.

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

Storage Group
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