

Technical Advisory

TA-808-1

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Intel® Storage System SSR212MA Hard Disk Drive issue.

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Products Affected

Product	Product Codes
Intel® Storage System	SSR212MA SSR212MANA

Description

Intel recently discovered an incompatibility issue with all four Western Digital Hard Disk Drives listed in the 1.4 revision of the SSR212MA Tested Hardware & OS List (THOL) document.

Work Around

- 1) Do not fully populate all twelve drives in the Intel Storage System SSR212MA, with any of the four Western Digital Hard Disk drives, listed in the 1.4 revision of the SSR212MA Tested Hardware & OS List (THOL) document.
- 2) Alternatively, select another drive manufacturer listed in the 1.4 rev of the SSR212MA THOL.

Root Cause

These four Western Digital Hard Disk Drives listed in the 1.4 revision of the SSR212MA Tested Hardware & OS List (THOL) document, do not support Staggered Spin Up (SSU) via pin 11, which is a requirement of the Intel Storage System SSR212MA's RAID Host Bus Adapter. Your SSR212MA may not power up, if all twelve hard disk drives are installed, that do not support pin 11 SSU.

Corrective Action / Resolution

A revised 1.5 THOL is being distributed today with all four Western Digital Hard Disk Drives omitted. Intel is also obtaining new drives from Western Digital that support SSU via pin 11, and will be testing those and adding to a THOL update.

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

Storage Group
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