Technical Advisory

TA-875-1

5200 NE Elam Young Parkway
Hillsboro, OR 97124

August 06, 2007

Intel® Storage System Software 6.6.xx Unexpected Shutdown Due to High Temperature Spike

*Information in this document is provided in connection with Intel products. No license, express or implied, by estoppel or otherwise, to any intellectual property rights is granted by this document. Except as provided in Intel's Terms and Conditions of Sale for such products, Intel assumes no liability whatsoever, and Intel disclaims any express or implied warranty, relating to sale and/or use of Intel products including liability or warranties relating to fitness for a particular purpose, merchantability, or infringement of any patent, copyright or other intellectual property right. Intel products are not intended for use in medical, life saving, or life sustaining applications. Intel may make changes to specifications and product descriptions at any time, without notice. The **Intel® Storage System SSR212MA** may contain design defects or errors known as errata which may cause the product to deviate from published specifications. Current characterized errata are available on request.*

Products Affected

Product	Product Codes
Intel® Storage System	**SSR212MA** **SSR212MANA**

Description

Intel recently discovered an unexpected shutdown problem with the SSR212MA running 6.6.00 or above. The root cause of the problem is an erroneous high temperature spike in the system, usually exceeding 80°F. The SAN software vendor has developed a fix for this issue by essentially ignoring the first temperature spike and waiting for a second confirmation before initiating automatic shutdown. This solution pack is only available for SSR212MAs running SAN software version 6.6.01.6007. For full installation instructions, please see Corrective Actions/Resolution section below.

Technical Advisory

TA-875-1

5200 NE Elam Young Parkway
Hillsboro, OR 97124

August 06, 2007

Corrective Action/Resolution

Patch 10014 will correct the shutdown issue when applied correctly. Please read all installation instructions before applying the patch! **Important: You must install patch 10014 on SSR212MAs running SAN software 6.6.01.6007.**

Patch Installation

1) Download the patch components to a temporary location from the SSR212MA support site or from your IBL account.

Platform	Storage System Software Version	Patch	Use Upgrade File
SSR212MA	6.6.01.6007	10014	10014-00.20070719.1.patch.tar.gz.upgrade

2) Apply patch 10014 to all storage modules via the System Storage Console like you would a regular upgrade file. A storage module reboot is required for this patch. Complete instructions below:

 1. Using the System Storage Console, select the storage module you want to upgrade.
 2. Click Storage Module Tasks and select Edit Configuration to log in.
 3. On the Storage Module category, Information tab, click Install Software.
 4. Click "Browse..." button and select the patch upgrade file that you downloaded from the web site.
 5. Select "Open Install File"
 6. Select the storage modules that require the patch.
 7. Select Install file on selected Storage Modules one at a time (Recommended).
 8. Click OK.

EPSD Storage and RAID Group
Intel Corporation