intel® Technical Advisory

TA-503-3

5200 NE Elam Young Parkway
Hillsboro, OR 97124

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Duplicate MAC addresses on STL2 server boards.

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Products Affected

STL2, BTLBB (both will be referred to in this document as STL2)

Description

Every network adapter must have a unique 6-byte hardware address, usually called the "Medium Access Control" (MAC address). It consists of two parts; a 3-byte manufacturer ID called Organizational Unique Identifier (or OUI), and a unique 3-byte network adapter ID number assigned by the manufacturer. Records for the bytes of the MAC address are configured using Hexadecimal notation. As an example MAC address such as "00-A0-C9-CE-20-03", represent the network adapter ID. 00-A0-C9, is representative of Intel as a manufacturer, CE-20-03, represent the network adapter ID. In order to find the MAC address of a system, remove all other network cards, install Windows* 2000, open a command prompt, and type 'ipconfig /all' (without quotes). The line that states 'Physical Address. . . . . : XX-XX-XX-XX-XX-XX' will identify the MAC address.

Intel has discovered a discrepancy in the STL2 manufacturing process when programming the onboard network MAC address. Duplicate MAC addresses may be present on some STL2 server boards built during workweek 28 (July 8, 2001) through workweek 44 (November 3, 2001). The workweek can be found by observing the serial number: APTL1XXNNNNN, where XX is the workweek. This does **not** presently affect any other Intel server board.
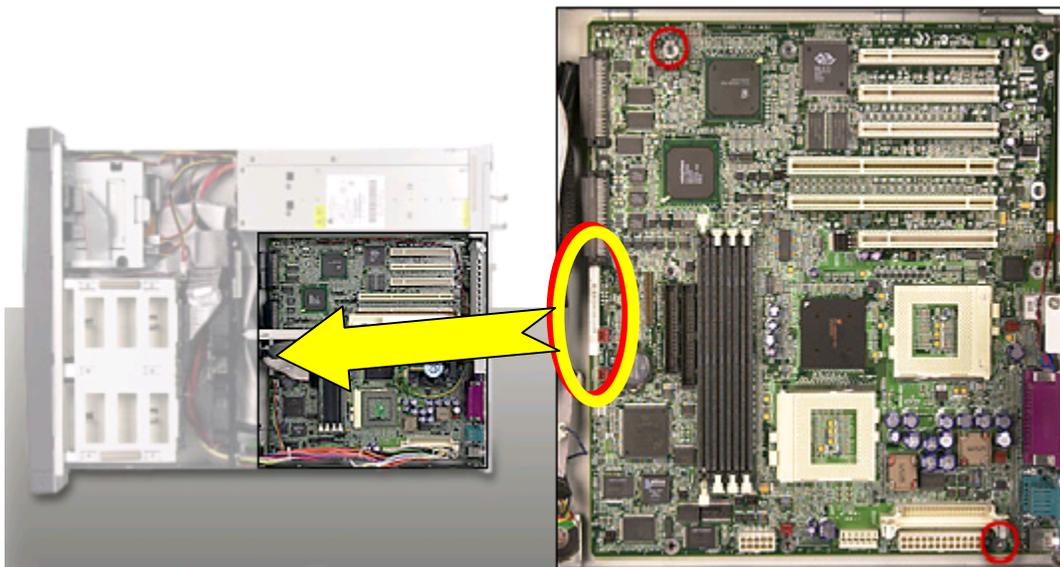
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Root Cause

During the programming of the MAC address, Intel's Manufacturing tests did not screen for duplicate MAC addresses, and therefore some exposure in the installed base is probable for all A28808-301, -302, -303, -304, and -305 series server boards.

Corrective Action / Resolution

Intel has incorporated new manufacturing implementation tool to eliminate programming of duplicate MAC addresses on Intel boards. Further improvements to functional testing can capture detection when duplicates MAC addresses are generated in the manufacturing of server boards; thus, eliminating any future exposure to this problem to product distributed to customers.

Intel recommends users with STL2 server boards falling in the above serial number ranges call the local Intel Customer Support (ICS) phone number. Please have your serial numbers ready. ICS will advise whether your specific serial number is affected or not.

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

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