



Technical Advisory

TA-0927-1

5200 NE Elam Young Parkway
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Intel® Storage System SSR212MC2 with Intel® Remote Management Module 2 installed may show amber light after running several days.

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Table 1. Products Affected

Product	Product code
Intel® Storage System	SSR212MC2
	SSR212MC2NA
	SSR212MC2R
	SSR212MC2RNA
	SSR212MC2BR
	SSR212MC2BRNA
	SSR212MC2RBR
	SSR212MC2RBRNA

Description

Intel has discovered an issue with the Intel® Remote Management Module 2 (RMM2) installed on an Intel® Storage System SSR212MC2. After running normally for several days, the unit fault LED of the storage system shows amber light and the system sounds the audible alarm.

Root Cause

This issue was root caused to an Intelligent Platform Management Interface (IPMI) conflict between the SSR212MC2 enclosure management card and the RMM2.

Workarounds

If a customer uses the remote KVM and remote power functions of the RMM2 on the storage system, they can disable IPMI polling, which prevents sensor data and SEL log display via the RMM2.

Note: Disabling the IPMI polling feature is supported on the RMM2 with firmware build 6717, v4.2.2 or later. For the latest RMM2 firmware, go to: <http://support.intel.com>. To turn off IPMI polling, refer to the firmware release notes to set the SDR and SEL cache polling interval to 0 in the RMM2 web console.

If you require more specific information about this issue, contact your Intel Sales Representative.

Enterprise Platforms & Services Division, Intel Corporation