(intel) **Technical Advisory**

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5200 NE Elam Young Parkway
Hillsboro, OR 97124

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Intel® Storage System Battery Back Up Status Reporting issue.

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Products Affected

Product	Product Codes
Intel® Storage System	**SSR316MJ2** **SSR316MJ2NA** **SSR212MA** **SSR212MANA**

Description
Intel recently discovered a reporting issue with the Intel® Storage System SSR316MJ2 & SSR212MA 6.3.41.x SAN Software and the Intel® RAID Controller SRCS28X 814C Firmware. The SAN Software may disable the SRCS28X RAID Controller cache, even though the Battery Back Up charge status is good, because the SRCS28X RAID Controller may incorrectly report the Battery Back Up charge status as bad. If the SRCS28X RAID Controller cache is disabled, degradation in performance will be experienced.

Fix
Download and install the 814G firmware upgrade patch from http://intel.com/support/motherboards/server.

Root Cause
The issue has been root caused to a problem with the *status reporting* on the SRCS28X RAID Controller batteries and fixed in 814G firmware. Our internal validation shows that the actual battery behavior (preserving the cache in a power loss, and disabling the cache when the battery is not fully charged) is working correctly and is now correctly reported in the SAN software after the patch upgrade.

Corrective Action / Resolution
Intel fixed this issue in the 814G upgrade patch released on 10/25/06, available via our support site at http://intel.com/support/motherboards/server.

Please contact your Intel Sales Representative if you require more specific information about this issue or the 814G upgrade patch.

Storage Group
Intel Corporation