intel® Technical Advisory

TA-0646-1

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Intel® Server Chassis SC5250-E Intrusion Switch Reports Erroneous Chassis Events

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Products Affected

Affected Product Code	Pre-Change TA	Post-Change TA	Pre-Change Subassembly	Post-Change Subassembly
KPTBASE450	C25405-001	C25405-002	34CB000377	34CB000413
KPTBASE450BLK	C25402-001	C25402-002	34CB000377	34CB000413

Description

The Intel server chassis SC5250-E intrusion switch reports erroneous chassis events, when Intel® Server boards are integrated in a SC5250-E configuration. These chassis events are reported by server management software, such as Intel® Server Management or LANDesk* Client Manager. Intel® Server boards with a baseboard management controller (BMC), will log these chassis intrusion events on the server board's System Event Log.

Root Cause

The Intel Server Chassis SC5250-E chassis intrusion switch cable set is wired to detect normally closed status when the chassis is open. This reversed cable wiring order results in generation of erroneous chassis intrusion events when the chassis is closed. This issue only occurs with the Intel Server Chassis SC5250-E.

Corrective Action / Resolution

Intel has implemented a manufacturing test process to prevent this issue from occurring in the future. Intel is changing the current chassis intrusion cable (part number 34CB000377) to a new chassis intrusion cable that is wired correctly (part number 34CB000413). This change is described in PCN 103183-00.

Workarounds

Customers may disable the chassis intrusion function by removing the chassis intrusion cable and placing a jumper on the server board's chassis intrusion connector.

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

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