

intel® Technical Advisory

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The Intel® SC5000 server chassis with redundant power supplies will not boot when older L440GX+ server boards are installed

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Products Affected

L440GX+ Server Board :: Product Code – BOXL440GX , BOXL440GX-C, LWBB
SC5000 Server Chassis :: Product Code – KHDHSRPU, KHDHSRP

Description

When using an Intel SC5000 server chassis with redundant power supplies and a L440GX+ server board manufactured prior to product code BOXL440GX-H (See Product Affected list above), the system will not boot.

A L440GX+ server board with any of the product codes listed in the “Products Affected” list, and an AA# prior to 721242-013 or a PBA# prior to 704293-603, cannot be used with the redundant power supply feature of the SC5000 server chassis. AA or PBA numbers can be found on a white sticker affixed to the edge of the server board located next to the ISA slot. A later L440GX+ server board must be used.

This issue does NOT affect SC5000 server chassis with single power supplies. These include Product Codes: KHDBASE, KHDBASEU, KHDHS and KHDHSU. SC5000 server chassis with single power supplies can use any L440GX+ server board with the latest system software. i.e. System BIOS, BMC firmware, and FRUSDR.

Root Cause

L440GX+ server boards manufactured prior to product code BOXL440GX-H did not have the 10-pin power connector (located at J8F1 on the server board) required to support the redundant power supply feature of the SC5000 server chassis.

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

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