intel. Technical Advisory

TA-672-3

5200 NE Elam Young Parkway
Hillsboro, OR 97124

November 11, 2003

Intel® Server Board SE7501WV2 Power Cycling Issue with Intel® Xeon™ 3.2GHz 1M and 3.06GHz 1M Processors

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Products Affected

Product	Product Codes
Intel® Server Board SE7501WV2	BWV533SBB
	BWV533ABB
	SE7501WV2SCSI
	SE7501WV2ATA
	SE7501WV2SKU02
	SE7501WV2S02NA
	SW2USKU07
	SWV1USKU07

Description

Intel discovered an issue with the Intel® Server Board SE7501WV2 during the board validation process with Intel® Xeon™ 3.2GHz 1M processors. During Power Cycling or System Reset, the system occasionally hangs during POST. This issue does not affect the system operation after a successful POST with an uninterrupted run time.

The issue occurrence rate is not consistent, but appears to fail once out of ~100 boots. This issue has also been seen under the same conditions with the Intel® Xeon™ 3.06 GHz 1M processors.

This issue has **only** been seen when running in a dual processor 1M configuration on the Intel® Server Board SE7501WV2.

Work Around

If this issue is observed, a system Reset or Power Cycle is required. Upon successful POST, no further action is required.

It is possible that the Intel® Server Board SE7501WV2 could mark a processor off-line. In this situation it will be necessary to perform a processor retest in BIOS Setup.

> To perform a Processor retest on the Intel® Server Board SE7501WV2
> 1. During POST, press <F2> to access BIOS setup
> 2. On the main menu, choose Processor Settings
> 3. Locate the entry Processor Retest, change the value to <ENABLED>
> 4. Press <F10> key to save the settings. Server will reboot & perform the processor retest.

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Root Cause
Root cause has been confirmed. The problem was caused by an L3 cache initialization issue in the board level BIOS code during POST.

Corrective Action / Resolution
A board level BIOS with new POST cache initialization code has been created. The new BIOS production 16.0 build 190 is available for download on iBL and http://support.intel.com.

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

Enterprise Platforms & Services Division
Intel Corporation

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