



This Technical Advisory describes an issue which may or may not affect the customer's product

Intel Technical Advisory

TA-0940-1

5200 NE Elam Young Parkway
Hillsboro, OR 97124

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Intel® Server Chassis SC5650BRP with the Intel® Server Board S5500BC may fail to power on when the AUX power cable is plugged into the server board.

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Products Affected

Product Name	MM #	TA#
SC5650BRP	900340	E33520-005
SC5650BRPNA	900452	E33520-005
FPPTBRPCAGE	901183	E51207-002

Description

An issue has been identified with the Intel® Server Chassis SC5650BRP when using the Intel® server board S5500BC. The system may fail to power on when the "AUX" power cable (used for the Power Management Bus- PMBUS) is plugged into the Intel® server board S5500BC. This issue ONLY occurs when using the Intel® Server Board S5500BC and does NOT affect any other server boards that may be used with this chassis.

Root Cause

The failure analysis indicated that a capacitor (C553), which is located on the internal power distribution board of the redundant power supply cage (Intel part number E35772-006), caused the filter circuit to fail when using the Intel® Server Board S5500BC.

Workarounds

This issue can be avoided by unplugging the “AUX” power cable used for the PMBUS from the Intel® Server Board S5500BC. However, by not using this cable you will no longer be able to retrieve the power supply data from PMBUS.

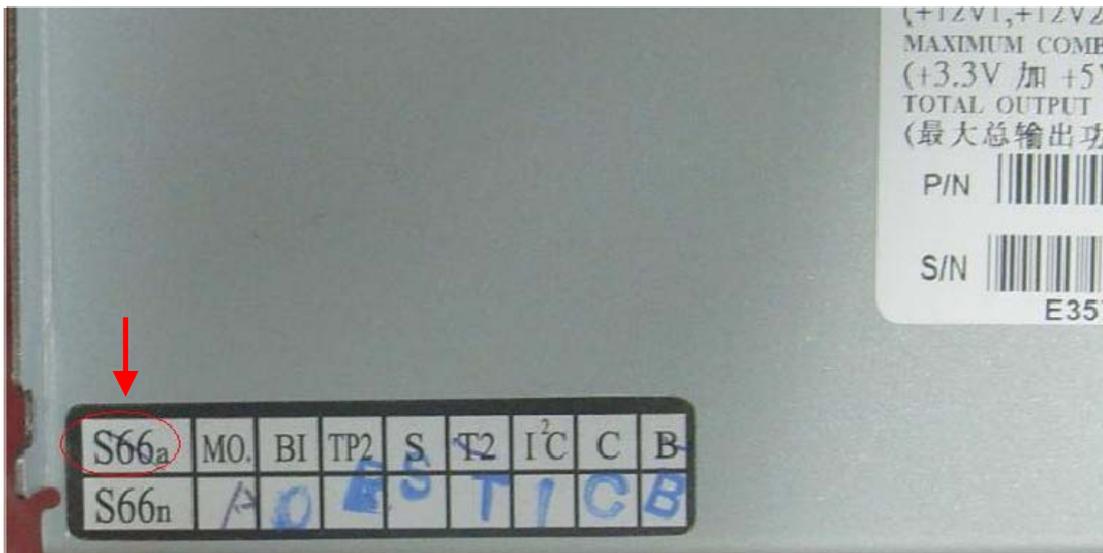
Corrective Action / Resolution

Intel has implemented the following corrective actions:

- Reworked all inventory in the Intel factories
- Reworked Knock-Down Kit (KDK) chassis can be identified by two green dots (one on the back of the case and the other on the carton sticker). See picture below:



- Reworked redundant power cages can be identified by a black line through the “S66a” box located at the bottom left corner. See picture below:



Recommended Customer Action

If you have one of these chassis and are using the Intel® Server Board S5500BC, please contact Intel through your normal warranty support process to replace the redundant power supply cage(s).

When contacting Intel for warranty support please provide the following information:

1. Serial number of the redundant power supply cage in the Intel® Server Chassis SC5650BRP

2. Technical Advisory number TA-0940.
3. Indicate that you are requesting replacement for the redundant power supply cage used in the Intel® Server Chassis SC5650BRP or the Intel spare FPPTBRPCAGE; part number E35772-006.

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

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