

intel® Technical Advisory

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Hillsboro, OR 97124

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SR2200 SCSI back planes may become repositioned during shipment

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Products Affected

KSN (MM# 837365), KSNSKU2 (MM# 838334)

Description

Intel has received several reports of SR2200 SCSI back planes with no hard drives installed to have a tendency to reposition themselves during shipment. This causes some drives to improperly connect with the back plane.

Two types of drive failures have been reported due to this issue:

- 1) Installed SCSI drives are not seen during system POST.
- 2) RAID controllers report drives going off-line.

This issue will not occur if hard drives are installed into the drive bay prior to shipping.

Note: Prior to system integration, verify that the SCSI back plane is positioned properly.

Root Cause

Intel has determined through additional packaged shock and vibration testing, that the packaging material was not absorbing extraneous forces during shipment. This caused additional stress to the chassis resulting in the back plane unseating from the retention lances located on the floor of the chassis at the base of the SCSI back plane.

Work Around

Prior to integration of your SCB2/SR2200 server system ensure the SCSI back plane is properly seated in the retention lances located on the floor of the chassis. In the event that your SCB2/SR2200 server system exhibits drives failures as specified above, verify proper placement of the SCSI back plane. If the back plane is seen to be outside of the chassis lances, unscrew and reseat the back plane correctly.

Corrective Action / Resolution

The packing material used with the SR2200 Server Chassis has been modified to meet higher stresses during shipment. Intel will begin shipping with the new packing material in early March 2002 with a top assembly (TA) number A63162-004 or later.

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

Enterprise Platforms & Services Division
Intel Corporation