

intel® Technical Advisory

TA-209-1

5200 NE Elam Young Parkway
Hillsboro, OR 97124

July 16, 1999

Inserting board stand-offs in incorrect holes or adding additional stand-offs may cause component failures on server boards installed in Astor 2 or Columbus III server chassis

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Products Affected

Astor 2 Server Chassis – Product Code KLWASTR2, MM# - 819972
Columbus III Server Chassis – Product Code KALBASE. MM# - 820701

Description

Depending on the location of stand-offs over and above the board requirements or stand-offs inserted in certain stand-off locations, a server board may experience component failures. (ie-keyboard or mouse not functioning, SCSI channel not recognizing hard drives).

Definition: stand-off – The pin that is snapped into the chassis on which a server board is mounted

This issue only occurs when stand-offs are mounted into certain stand-off locations. The following Intel server boards would be affected by this issue when such boards are installed into an Intel® Astor-2 or Intel® Columbus III server chassis: T440BX, NL440BX, N440BX, L440GX+

Root Cause

In order to support a wider variety of server boards in the Astor 2 and Columbus III server chassis, additional stand-off mounting holes were added. System Integrators assembling the chassis may insert some of the mounting stand-off pins incorrectly or may add additional stand-off pins not required to mount a board. When the server board is mounted onto the incorrect stand-offs, they may cause some component pins to short causing the component to malfunction.

Intel has seen no component damage due to this issue. Once corrective action is taken to mount the server board properly, functionality is restored to the affected components.

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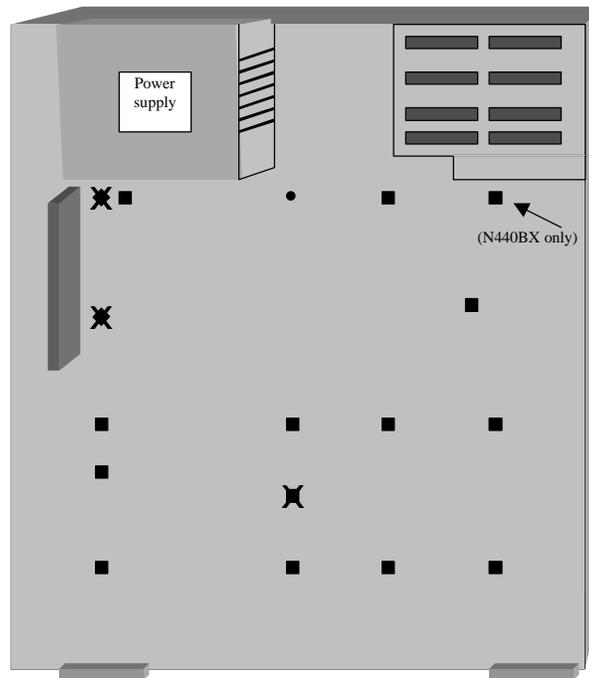
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Corrective Action / Resolution

The following diagram shows all stand-off mounting hole locations in both the Astor 2 and Columbus III server chassis. The "X" marks locations that should **not** be used when installing a T440BX, NL440BX, or L440GX+ server board into a Columbus III chassis and N440BX or L440GX+ into an Astor 2 chassis.



Intel will be making a modification to the "Integrators Guide" for both the Astor 2 and Columbus III to better reflect proper stand-off locations.

Workarounds

If a server is experiencing loss of keyboard, mouse, or SCSI functionality, verify that no stand-offs are inserted in locations marked with an "X" in the diagram above. If so, disassemble the server following the safety instructions located in the Chassis Integrators Guide, place stand-offs only in the appropriate locations and reassemble the server.

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

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