

intel® Technical Advisory

TA-0526-1

5200 NE Elam Young Parkway
Hillsboro, OR 97124

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Intel RAID Resource CD shipped with SRCU31LA may fail to launch Storage Console on SDS2 and SAI2

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Products Affected

Intel RAID Card SRCU31LA (**CD Only**), with Resource CD part number A28536-002.

Description

Booting from the RAID resource CD that shipped with the product may cause the SAI2 or SDS2 to "hang". This problem has not been exhibited by the SRCU31LA Resource CD with other compatible Intel Server Boards.

Root Cause

The root cause has been traced to a memory conflict that results when booting from the SRCU31A RAID resource CD on a SDS2 or SAI2 server board. This appears most frequently when an IDE hard drive is placed in the boot sequence before the Intel RAID Card.

Corrective Action / Resolution

Intel has corrected the Resource CD error with the release of the SRCU31LA Resource CD part A28536-003. This corrected CD will be implemented at the factory at the earliest opportunity.

Workarounds

Make sure that your Intel RAID controller is the first boot option in the BIOS Boot Options set on the server board. For instructions on how to check this refer to your server board Technical Product Specification, which can be found at:

<http://support.intel.com/support/motherboards/server/>

If CD fails to boot after with the Intel RAID controller set as the first boot option use the following

Steps to run Storage Console from EPSD CD:

1. Boot to the Intel RAID Resource CD.
2. As soon as the Startup screen appears, press F8
3. Choose Y to each option in line **EXCEPT** the following:
DEVICE=\UTILS\STORCON\SRCX000.EXE
4. At C:\> prompt, type "CD Utils\Storcon"
7. At C:\Utils\Storcon> prompt, type "SRCX000" to load STORCON DOS driver.
8. After driver loads, type "STORCON" to start Storage Console.

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

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Enterprise Platforms & Services Division
Intel Corporation