

intel® Technical Advisory

TA-585-3

5200 NE Elam Young Parkway
Hillsboro, OR 97124

9/27/2002

Intel® RAID Controller SRCMR (Product Code SRCMRU) is no longer supported with Intel® Server Board SDS2

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Products Affected

Product Code	Description
SRCMR	Intel® RAID Controller SRCMR
SRCMRU	Intel® RAID Controller SRCMR
SDS2	Intel® Server Board SDS2 (boxed 5-pack)
BDSBB	Intel® Server Board SDS2 (bulk 10-pack)

Description

The **Intel® RAID Controller SRCMR (product code SRCMRU) installed on the Intel® Server Board SDS2 is no longer a supported configuration.** Intel has identified a compatibility issue with the combination of these two products and as a result is no longer offering this as a validated product combination. This issue is observed under certain stress conditions and, if present, could affect the data stored on the RAID array. As a proactive and precautionary measure, Intel is advising its customers to discontinue shipping or using systems combining the Intel RAID Controller SRCMR (product code SRCMRU) and the Intel Server Board SDS2.

This compatibility issue has not been observed using the Intel RAID Controller SRCMR with the Intel Server Boards SCB2, SHG2, SE7500WV2 and other third party motherboards that are included on the SRCMR Tested Hardware and Operating System List. See <http://support.intel.com/support/motherboards/server/srcmr/>. In addition, this compatibility issue has not been observed using the Intel Server Board SDS2 with SRCU31, SRCU31L, SRCU32, and other third party RAID controllers as listed on the SDS2 Tested Hardware and Operating System List. See <http://support.intel.com/support/motherboards/server/sds2/>.

Root Cause

Root cause analysis has determined that under certain stress conditions noise present on the PCI bus shared between the SRCMRU controller and the SDS2 server board may result in a signaling error.

Corrective Action / Resolution

If you are concerned that this issue may affect you or your customers, please contact Intel Customer Support or your Intel Sales Representative for issue resolution by 12/31/02. When contacting Customer Support, please reference this Technical Advisory (TA-585-3) and have the following information ready:

- SDS2 server board serial number, this number is located on a white label on the component side of the server board.
- SRCMRU RAID controller serial number, this number is located on a white label on the component side of the RAID controller.

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Enterprise Platforms and Services Division
Enterprise Platforms Group
Intel Corporation