

# intel® Technical Advisory

TA-654-1

5200 NE Elam Young Parkway  
Hillsboro, OR 97124

May 8, 2003

## Intel® Server Boards SE7500WV2/SE7501WV2 Hang at POST Code 12, 13, and 15 or During Operating System Boot

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### Products Affected

Product	Product Codes
SE7501WV2	SE7501WV2SCSI, SE7501WV2ATA, SE7501WV2SKU02, SE7501WV2S02NA, BWV533SBB, SWV2USKU07, SWV1USKU07
SE7500WV2	SWV2ATA, SWV2SCSI, BWVSBB, SWVSKU02

### Description

Intel board manufacturing experienced Functional Test failures for 3 Post Code errors (POST Code 12, 13, and 15) on the Intel Server board SE7500WV2 and Intel Server board SE7501WV2. Affected boards have been shown to fail during initial system boot up with a POST Code error hang or Operating System boot hang. Failure has not been observed after Operating System boot. Intel is confident that the majority of the affected product has been captured and contained during standard factory functional test. There is however a small potential for affected product to be found in the field.

### Root Cause

Intel has root caused the issue to a 1.25 Volt VRM controller chip at location (U3D2) on the server board. A specific date code of this chip (C9JL) was found to be operating outside the specification of the component. This failure is specific to a single date code (C9JL) only.

### Corrective Action / Resolution

Intel is screening all inventory in the finished goods warehouse and recent builds in the factory. All boards found in the Intel factory with the affected date code are being reworked and retested prior to shipment. Suspect affected product has been narrowed down to product shipped between March 16, 2003 (WW12) and April 19, 2003 (WW16). This issue does not affect all new shipments of product from the Intel factory beginning April 29, 2003 (WW18).

### Workaround

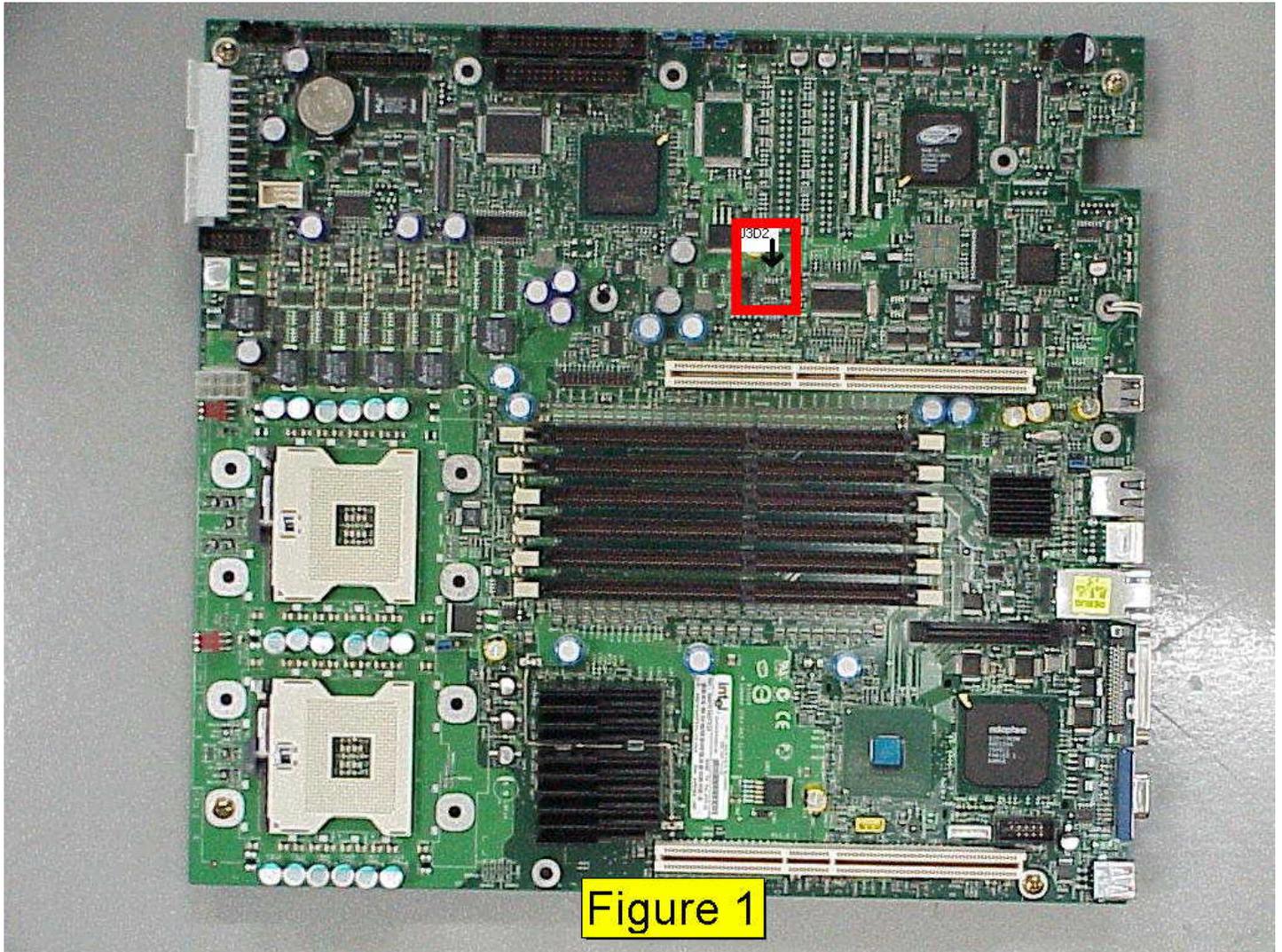
Intel recommends that customers screen their current inventory of Server board SE7500WV2 and Server board SE7501WV2 for the affected products. Boards found with the 1.25 Volt VRM controller chip (U3D2) affected date code (C9JL) should be returned to Intel using your normal warranty process. Please indicate that you are calling regarding TA# 654-1, along with the server board part number and serial number. Please see Figure #1 and Figure #2 for the location of the affected component and the location of the date code on the component.

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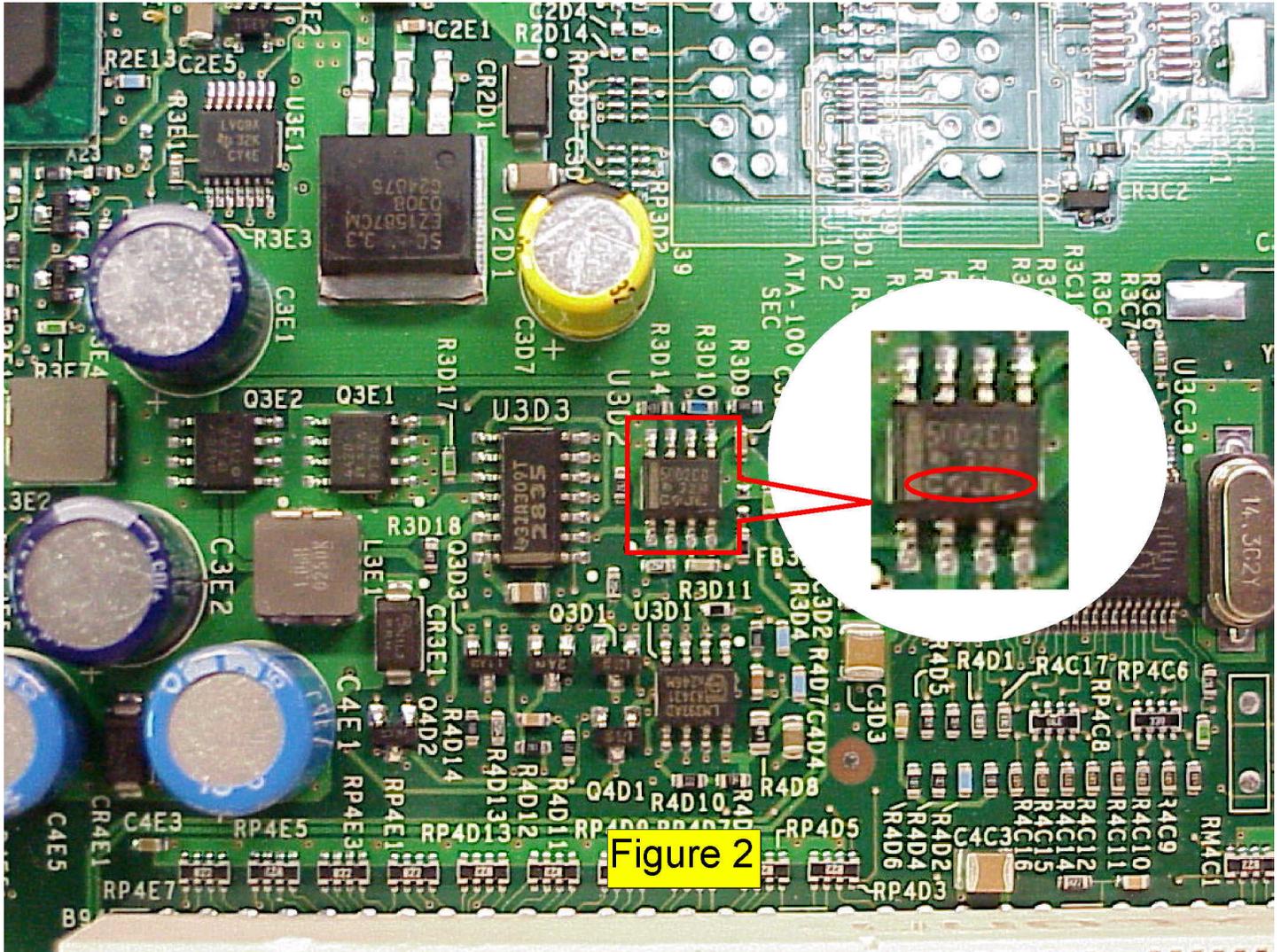


Figure 2

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

Enterprise Platforms and Services Division  
Enterprise Servers Group  
Intel Corporation