

intel® Technical Advisory

TA-2001_2-SRMK2

15400 NW Greenbrier Parkway
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Intel® Server Platform SRMK2 and proper Windows® detection of the Hot Swap Back Plane (HSBP) device.

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Products Affected

SRMK2 running Windows® 2000 or Windows® NT .

Description

The SRMK2's Hot Swap Back Plane is placed under "? Other devices" by the Windows® 2000 or Windows® NT device manager.

Root Cause

This issue is the result of the back plane being interpreted as a device by the Windows device manager. Windows requires all devices to have a driver, though in the case of the SRMK2 back plane, none is required.

Corrective Action / Resolution

To remedy this a "stub" or "dummy" device driver is supplied to satisfy Windows and prevent a "?" from appearing next to the device in device manager. Below are instructions on how to obtain and install the driver.

NOTE: The stub device driver has no real functionality.

- 1) Download the esgshvinf.zip file from the SRMK2 support site at <http://support.intel.com/support/motherboards/server/srmk2/>.
- 2) Copy the esgshvinf.zip file to %systemroot%\inf (if you installed Windows® 2000 to c:, it would be c:\winnt\inf), then unzip the file.
- 3) Click start, then run, then type devmgmt.msc and press return (or OK).
- 4) Find the unknown device that says 'SCA Hotswap Backplane' as reported by device manager.
- 5) Double click on it.
- 6) Select the drivers tab.
- 7) Click the update driver button.
- 8) Select the search automatically... radio button.
- 9) Deselect the floppy and CD-ROM and select another location.
- 10) Type in c:\winnt\inf (assuming you installed it there).
- 11) When it finds it, select finish.
- 12) If you have 2 HSBP's, repeat steps 3 - 10 for the second unknown device.
- 13) To make sure you have installed it correctly, check in the device manager under system and you should see the device that says 'Intel (r) SCA Hotswap Backplane'.

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