

intel® Technical Advisory

TA-522-1

5200 NE Elam Young Parkway
Hillsboro, OR 97124

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Intel® STL2 Server Board Memory Subsystem Tolerance

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Products Affected

STL2, BTLBB

Description

Ongoing testing of memory devices on the STL2 server board has shown that the tolerance of the STL2 server board's memory subsystem to various industry memory devices is tighter than is usual for Intel server boards. The tighter tolerance of the STL2 server board's memory subsystem makes it more likely that memory devices not listed on the STL2 tested memory list will not function properly with the STL2 server board. Memory devices not listed on the STL2 tested memory list are not supported on the STL2 server board. It is also possible that the tighter tolerance of the STL2 server board's memory subsystem, in combination with process variation between different lots of identical memory devices, may extremely rarely cause memory devices on the STL2 tested memory list not to function properly with the STL2 server board. The tighter tolerance of the STL2 server board's memory subsystem is most likely to cause memory device compatibility issues when four 1 GB memory devices are installed.

This issue does not affect other Intel server board products.

Root Cause

Intel has not identified a root cause for this issue, but is investigating this issue thoroughly. When new information becomes available, Intel will publish a revision of this technical advisory.

Corrective Action / Resolution

To ensure that the STL2 server board functions properly, Intel recommends that customers use identical memory devices that are listed on the STL2 tested memory list. If a case arises in which a STL2 server board does not function properly with identical memory devices listed on the STL2 tested memory list, the STL2 server board can be returned for replacement using the normal warranty process.

Workaround

If a case arises in which a STL2 server board does not function properly with identical memory devices on the STL2 tested memory list, Intel suggests the following two workarounds as possible alternative options to returning the affected board for warranty replacement:

1. The tighter tolerance of the STL2 server board's memory subsystem may make the board sensitive to possible process variations between different lots of identical memory devices. Customers may try using different memory devices also listed on the STL2 tested memory list on the affected board. In addition, customers may try using the memory devices in a different STL2 server board.
2. The tighter tolerance of the STL2 server board's memory subsystem is most likely to cause memory device compatibility issues when four 1 GB memory devices are installed. Customers may try installing a maximum of three memory devices in the STL2 server board as an alternative to returning the board for replacement.

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

Enterprise Platforms & Services Division
Intel Corporation