



Technical Advisory – TA-341626-001

SMBus Hangs May Occur on Intel® Optane™ SSD DC P4801X

October 11, 2019

Description

On some server platforms, customers are unable to read Intel® Optane™ SSD DC P4801X's SMART attribute or Vital Product Data (VPD) information using Baseboard Management Controller (BMC).

Table 1: Affected Intel Products

Product Code	Intel® Optane™ SSD DC P4801X
SSDPEL1K100GA01	100GB
SSDPEL1K200GA01	200GB
SSDPEL1K375GA01	375GB

Problem Statement

On some server platforms with Intel® Optane™ SSD DC P4801X, SMBus hangs will occur. One example is temperature reads of "NA" by Baseboard Management Controller (BMC).

Root Cause

1. High leakage current was discovered in the Intel® Optane™ SSD DC P4801X circuit design on the SMBUS Data and Clock pins, the high leakage current band that has a strong dependency on temperature and host loading.
2. On some server platforms, Intel® Optane™ SSD DC P4801X does not account for the host characteristics while running.

Intel Recommendations

1. If issue occurs, we suggest the customers read Intel® Optane™ SSD DC P4801X's SMART attribute or VPD information by in-band solution.
2. To remedy the situation, Intel will revise the circuit design for future hardware revisions.

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

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Intel Corporation
NVM Solutions Group
1900 Prairie City Rd
Folsom, CA 95630 USA