



This Technical Advisory describes an issue which may or may not affect the customer's product

Intel Technical Advisory

TA-1042-2

5200 NE Elam Young Parkway
Hillsboro, OR 97124

March 21, 2014

The Intel® Storage Server System JBOD2224S2DP may show the incorrect system Enclosure IDs

Products Affected

Intel® Storage Server System JBOD2224S2DP
MM#: 927045

No other Intel® Server Systems or accessories are impacted by this issue.

Description

Intel has determined that the storage server system JBOD2224S2DP may not be able to correctly read the system Enclosure ID, which is stored in an EEPROM on the power distribution board (PDB). The JBOD2224S2DP selects the SAS addresses of both expanders as the system Enclosure IDs. This will cause the JBOD2224S2DP to show two different incorrect system Enclosure IDs when it connects to other SAS devices.

Customer data in the JBOD2224S2DP is safe in this scenario. Some dual-domain SAS related JBOD functions, such as MPIO and high-availability cluster, may not work properly due to the incorrect system Enclosure ID.

Root Cause

The I²C address of the front panel conflicts with the I²C address of the PDB EEPROM. This conflict causes the incorrect system Enclosure IDs to be read.

Corrective Action / Resolution

Intel has changed the I²C address of the EEPROM on the PDB from 0xAE to 0xAC to avoid I²C address conflict with the front panel.

Intel will provide replacement PDB to customers requesting it. Please contact Intel using your normal warranty process to obtain the updated PDB for the JBOD2224S2DP.

Please indicate you are calling regarding TA-1042-2, and have the following information when you call: serial number(s) for the system(s) needing the replacement part.

You can refer to the *Intel® Storage Server System JBOD2000 Family Service Guide* for how to replace the PDB. The SAS expander firmware should be updated to version v0.13.0.8 to make the SAS expander recognize the new EEPROM address. This firmware version can be downloaded from Intel support web site at <http://www.intel.com/support/>. You can refer to the firmware release notes for how to update the SAS expander firmware.

Workaround

Use only the SAS SFF-8088 receptacle **A** and **B** of the JBOD2224S2DP instead of **C**, **D**, **E**, and **F** (see Figure 1). In this scenario the JBOD2224S2DP works in single-domain SAS mode, which will not be impacted by this issue.

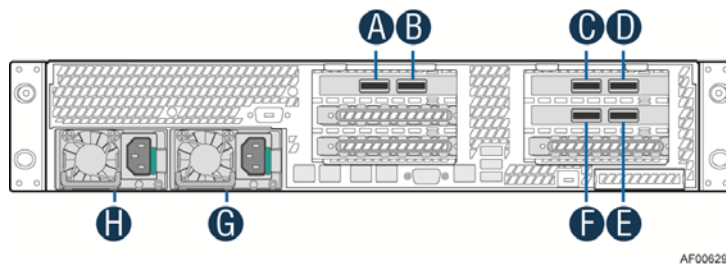


Figure 1. Back-side View of JBOD2224S2DP

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

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