



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

# Intel Technical Advisory

TA1068

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## The Intel® Remote Management Module 4 (RMM4) Dedicated NIC for the Intel® Server Board S2600JF/S2600WP/S1600JP4 encounters link down issue or experiences high package loss rate under 1Gbps link

### Description

Customers have observed abnormal link issues on Intel® Compute Module HNS2600JF/HNS2600WP/BBS1600JP4 with an RMM4 NIC module installed:

- Login attempt failures through the BMC remote management NIC port
- Timeout errors with ISO image transmissions during the media redirection

### Root Cause

The network package loss rate on failed components is higher than 24.2%. The high package loss rate can lead to link issues.

### Corrective Action / Resolution

Intel recommends that customers update to the latest BMC 1.21.6593 revision, which will limit the highest link speed of the dedicated management port to 100Mbps. This may result in a performance drop for the management port when large-size files are transmitted with the media redirection function enabled. Customers should validate and test using their normal network traffic to assess impact to their configuration.

### Products Affected

The following Intel® Server Spare Products are potentially affected by this issue:

Product Name	Product Code	MM#
Intel® RMM4 IO Module carrier for HNS2600JF family	AXXRMM4IOM	918249
Intel® RMM4 IO Module carrier for HNS2600WP family	AXXRMM4IOMW	918304
Intel® RMM4 IO Module carrier for R1000JP4 family	A1UJPRMM4IOM	924114

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