



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

Intel Technical Advisory

TA-1019-2

5200 NE Elam Young Parkway
Hillsboro, OR 97124

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INTEL® SERVER SYSTEM R2000IP BASEBOARD MANAGEMENT CONTROLLER (BMC) LOGS AN INCORRECT “INFORMATION EVENT: CONFIGURATION ERROR” RECORD ON THE FXX750GERPS REVISION A02 POWER SUPPLY

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Products Affected

The following Intel® Server System and Power supply spare:

- Intel® Server System R2000IP System
R2208IP4LHPC
R2308IP4LHPC
R2216IP4LHPC
- Intel® Server System Power Supply spare FXX750GERPS

Description

When AC power is removed from one of the two R2000IP system power supply modules, the BMC incorrectly logs an “Informational event: configuration error” record on that power supply module. Soon after the AC power is removed, the BMC also logs an “Information event: AC has been regained”, even though AC power has not yet been restored. This erroneous AC regained event forces the BMC to incorrectly report that the Power Unit Redundancy (Pwr Unit Redund) is fully redundant.

Root Cause

This error in BMC reporting is due to the power supply firmware (FW) reporting the event with incorrect information to the BMC.

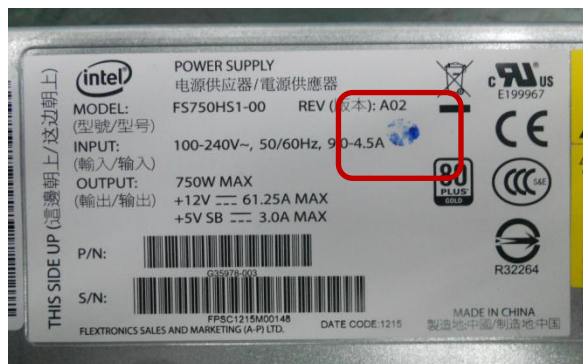
Corrective Action / Resolution

Intel has completed validation and implemented updated power supply firmware for the FXX750GERP PSU modules.

The power supplies with new FW remain P/N G35978-003 version but have been marked with blue mark (see picture).



Original Power supply



Power supply with new FW

If customers have received a R2000IP system with FS750HS1-00 REV A02 power supply modules without the blue mark, at their discretion, they may either use them “as is” or exchange them for identical modules with updated PSU FW. Please reference this technical advisory by number and follow Intel’s standard RMA process when returning an affected power supply module for exchange.

Workarounds

N/A

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

Enterprise Platforms & Services Division
Intel Corporation