Intel Technical Advisory

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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).

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.

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