



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

# Intel Technical Advisory

TA-1047-1

5200 NE Elam Young Parkway  
Hillsboro, OR 97124

January 26, 2014

**Customers may experience system shutdown and then reboot in power supply redundancy mode when inserting or removing any one of the power supply units, or when system encounters unexpected power supply unit failure.**

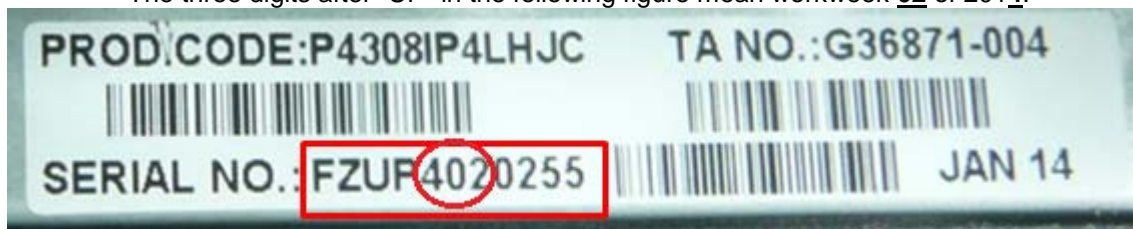
<b>Products Affected</b>	<b>MM#</b>
P4304CR2LFKN	916046
P4304CR2LFJN	916047
P4304CR2LFGN	916048
P4304CR2LFJNL	921563
P4216IP4LHKC	916057
P4216IP4LHJC	916059
P4208IP4LHGC	916062
P4308IP4LHKC	916063
P4308IP4LHJC	916064
P4308IP4LHGC	916065
P4308IP4LHJCL	921562

## Description

Intel has identified a scenario that system may experience shutdown and reboot in power supply redundancy mode when inserting or removing any one of the power supply units, or when system encounters unexpected failure of power supply unit. Lab testing of AC cycling shows the failure is intermittent and the failure rate to be less than 1%.

Intel has determined the Intel® Server System P4000IP4 and Workstation System P4000CR2 using power supply redundancy function with serial number before workweek 02 of 2014 may be affected by this issue. Customers can identify the workweek by referring to the following example.

The three digits after "UP" in the following figure mean workweek **02** of 2014.

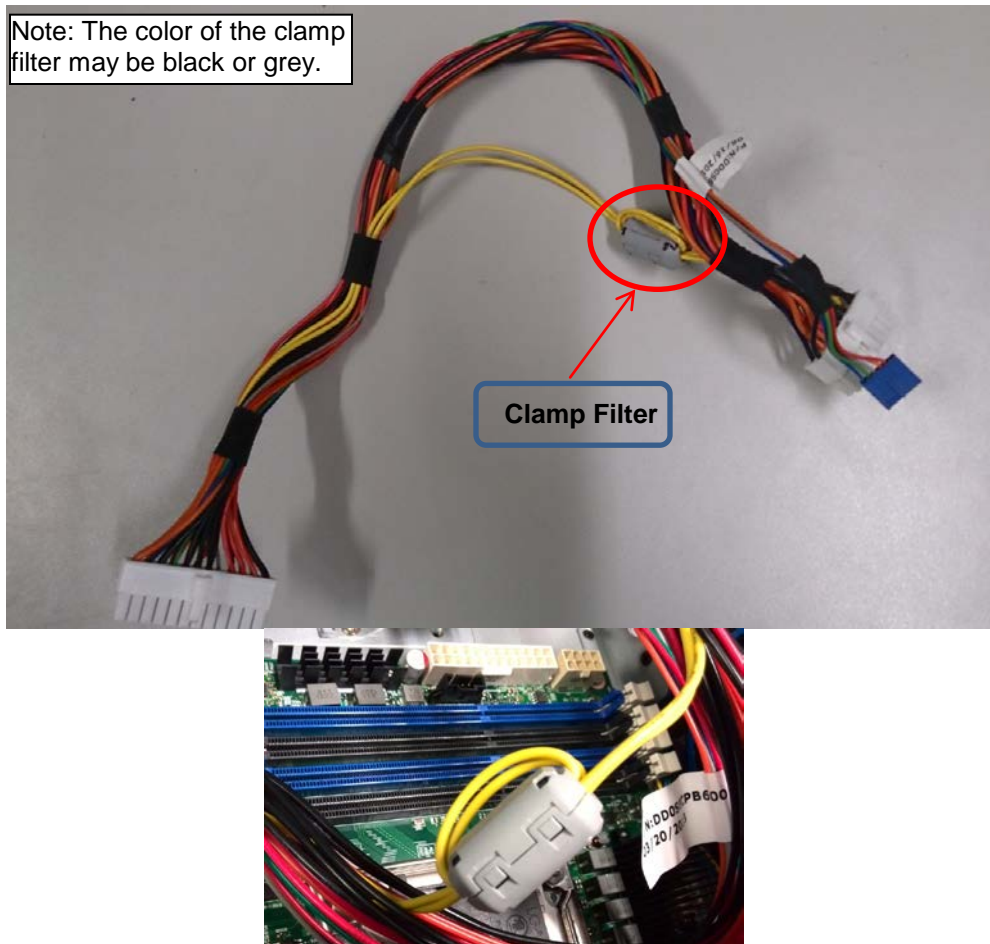


## Root Cause

When inserting or removing of one power supply unit, or unexpected power down of any one of the power supply units occurs, the noise from P12V coupled to adjacent signal wires in the same cable bundle may cause the voltage of the remote sense signals to fluctuate beyond their voltage thresholds, and induce the failure of power supply redundancy mode, depending on cable assembly state.

## Corrective Action / Resolution

Intel is implementing a clamp filter onto the P12V power wires to fix the issue. For the Intel® Server System P4000IP4 and Workstation System P4000CR2 that have the power supply redundancy function, Intel recommends customers replace the cable set with the clamp filter pre-installed cable.



**Please contact Intel using your normal warranty process, indicating that you are calling to replace the cable set regarding TA-1047-1. Having the following information when you call: the serial number(s) of the affected system(s) and the cable part number DD0S6CPB600.**

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

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