

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

# Intel Technical Advisory

TA-1059-02

5200 NE Elam Young Parkway  
Hillsboro, OR 97124

July 1, 2014

## The front panel LEDs for Power and System/Node ID may stop working on some Intel® Server Products

### Products Affected

- Intel® Server Chassis H2312XXKR
- Intel® Server Chassis H2216XXKR
- Intel® Server System R2224GZ4GC4
- Intel® Server System R2312GZ4GC4
- Intel® Server System R2312GL4GS

### Description

Intel has determined that the Power LED switch and/or the ID LED switch on the front panel of the affected products have intermittently been found not to illuminate. The functionality of the switch is not impacted.

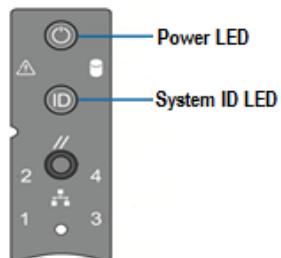


Figure 1. Storage Front Panel for Intel® Server System R2000GZ/GL Product Family

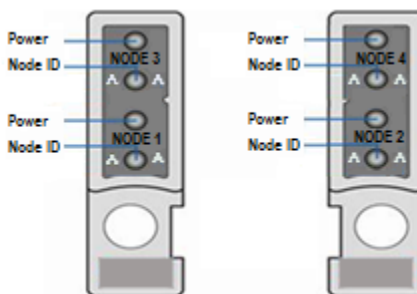


Figure 2. Front Panel for Intel® Server System H2000XXKR Product Family

## Root Cause

The failure analysis of the failed LED switch components used for the front panel installed in the affected products shows that internal damage may be caused by the mechanical overstress during the component assembly process.

## Corrective Action / Resolution

Intel has worked with its vendor to ensure appropriate process changes have been implemented to fully correct this issue.

Intel has replaced all affected front panels integrated into the server chassis/systems and accessory kits from its factories and finished goods warehouses.

Affected server chassis or server systems outside of Intel inventory control have been identified by system serial numbers. Affected product serial numbers can be found in the table below.

| Product Name                                  | Affected Serial Number Ranges  |
|---|--|
| Intel® Server Chassis H2312XXKR and H2216XXKR | AZB24170006 -- AZB24170008, AZB24170010, AZB24170011, AZB24170013, AZB24170018, AZB24170024, AZB24170025, AZB24170027 -- AZB24170033, AZB24170042 -- AZB24170044, AZB24170050, AZB24170054 --AZB24170057, AZB24170061, AZB24170062, AZB24170065, AZB24170076, AZB24170081, AZB24170102, AZB24170104 -- AZB24170107, AZB24170109 -- AZB24170117, AZB24170120 -- AZB24170139, AZB24170141, AZB24170147, AZB24170150, AZB24170151, AZB24170155 -- AZB24170160, AZB24170163 -- AZB24170170,  |
| Intel® Server System R2224GZ4GC4              | FHBF419201S, FHBF419201V, FHBF419201U, FHBF419201R, FHBF419201T, FHBF419201W, FHBF4192020, FHBF4192023, FHBF4192021, FHBF419201Z, FHBF4192022, FHBF419202D, FHBF419202B, FHBF419202H, FHBF419201X, FHBF419201Y, FHBF4192024, FHBF4192025, FHBF4192026, FHBF4192027, FHBF4192029, FHBF419202A, FHBF419202N, FHBF419201P, FGBF4145500 -- FGBF4145564, FGBF4146565 -- FGBF4146651, FGBF4175003 -- FGBF4175058,  |
| Intel® Server System R2312GL4GS               | FHBF419301A, FHBF419301G, FHBF419301H,   |
| Intel® Server System R2312GZ4GC4              | FHBF416500T, FHBF4164034, FHBF416402J, FHBF4165004, FHBF416500S, FHBF4165007, FHBF416500R, FHBF416500Q, FHBF416401R, FHBF416402N, FHBF416402S, FHBF416402U, FHBF416402Y, FHBF4164031, FHBF4165005, FHBF4165009, FHBF416500I, FHBF416500V, FHBF4165002, FHBF416402M, FHBF416500Y, FHBF416500Z, FHBF416500U, FHBF416500X, FHBF416500H, FHBF416500M, FHBF4165010, FHBF416500J, FHBF416500W, FHBF4164020, FHBF4165001, FHBF4165008, FHBF416402B, FHBF416402C, FHBF416401U, FHBF416401X, FHBF416402I, FHBF416402H, FHBF416402G, FHBF4164025, FHBF416500N, FHBF416401V, FHBF416500B, FHBF416500O, FHBF416500K, FHBF416500E, FHBF416500P, FHBF416402F, FHBF4164014, FHBF416402V, FHBF4164035, FHBF416500C, FHBF416500D, FHBF416500F, FHBF416500G, FHBF416500L, FHBF416401H, FHBF416400X, FHBF416400K, FHBF416401D, FHBF416400W, FHBF4164015, FHBF416401F, FHBF416401N, FHBF416401L, FHBF416400Y, FHBF416400T, FHBF4164010, FHBF416400H, FHBF416401G, FHBF4164002, FHBF416401I, FHBF416400P, FHBF416400N, FHBF416400L, FHBF416400R, FHBF416400D, FHBF416400I, FHBF416400S, FHBF416400M, FHBF4164018, FHBF416401E, FHBF416401S, FHBF416401Z, FHBF416401Q, FHBF416401C, FHBF416402A, FHBF4164024, FHBF4164009, FHBF416401O, FHBF416401M, FHBF416401T, FHBF416401P, FHBF4164029, FHBF416400U, FHBF416401B, FHBF416402O, FHBF4164011, FHBF416402K, FHBF416402L, FHBF4164022, FHBF416402P, FHBF416401J, FHBF416402X, FHBF416400G, FHBF416402Q, FHBF416402W, FHBF416401Y, FHBF4164030, FHBF4164032, FHBF416402Z, FHBF4165003, FHBF4164033, FHBF416402R, FHBF416401K, FHBF416400E, FHBF4165006, FHBF416402T, FHBF4164023, FHBF416500A, FHBF416402E, FHBF4164027, FHBF4164021, FHBF4164028, FHBF4164026, FHBF416401W, FHBF416402D, FHBF416303H, FGBF4144251 -- FGBF4144300, FGBF4144301 -- FGBF4144333, FGBF4144335 -- FGBF4144410, FGBF4145411 -- FGBF4145499, FGBF4156056 -- FGBF4156075, FGBF4161003 -- <a href="#">FGBF4161172</a> , <a href="#">FGBF4162175</a> -- <a href="#">FGBF4162212</a> , <a href="#">FGBF4162214</a> -- <a href="#">FGBF4162215</a> , <a href="#">FGBF4162217</a> -- <a href="#">FGBF4162259</a> , FGBF4162262 -- FGBF4162264, FGBF4162266 -- FGBF4162268, FGBF4162270, FGBF4162275 -- FGBF4162334, |

Intel customers in possession of an Intel® Server Product included in the serial number list can request a front panel assembly replacement. Please contact Intel using your standard warranty process and reference TA-1059-01 with the following product information available to receive a front panel assembly replacement:

- Product MM#
- Product Code
- Serial number(s) of the affected product(s)

The following provides complete board replacement instructions for the front panel assemblies used on the Intel® Server System R2000GZ/GL product family and the Intel® Server System H2000XXKR product family. Customers can follow the instructions to replace the current front panel board in the affected systems.

Please reference the *Intel® Server Board and Server Classis Safety Information* document at <http://www.intel.com/support/motherboards/server/sb/cs-010770.htm> before performing any of the following instructions.

1. Power off the system and disconnect all power cables from the back of the server.
2. Remove the two screws securing the front panel assembly to the chassis. Note these two screws can't be reused and additional screws will be included in the Front Panel Replacement Package.



Figure 3. Front Panel Assembly Attach Points

3. Remove the four screws securing the plastic front panel housing to the mounting bracket. Save the bracket and the screws for reuse.



Figure 4. Front Panel Housing Attach Points

4. Disconnect the front panel cable from the front panel board.

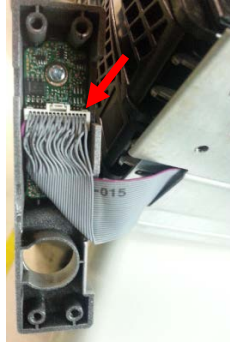


Figure 5. Front Panel Cable Connector

5. Remove the two screws securing the front panel board to the plastic housing. Save the screws for reuse.

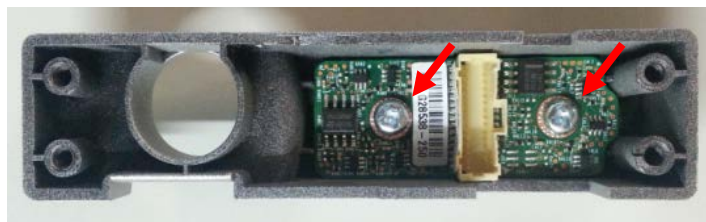


Figure 6. Screws in the Front Panel Board

6. Carefully position the new front panel board into the plastic housing, ensuring that the front panel buttons are equally aligned with the holes in the plastic housing.
7. Using the two screws saved at step 5, secure the front panel board to the plastic housing.
8. Verify that the buttons do not stick when pressed. Should the buttons stick, loosen the two screws and realign the front panel board as necessary and tighten the two screws.
9. Reconnect the front panel cable to the front panel board. Ensure the cable is fully seated.
10. Using the four screws saved at step 3, reattach the plastic front panel housing to the mounting bracket.
11. Using the two screws provided in the Front Panel Replacement Package, reattach the front panel assembly to the chassis.

*Note: You may need to replace both front panels for the Intel® Server System H2000XXKR Product Family.*

12. Press the power button to power on the system to verify the front panel power button function.
13. Visually check to see that the power button green LED is illuminated to verify the front panel power button LED function.
14. Press the ID button and visually verify whether the blue ID LED is illuminated or not. Press the ID button again and verify the blue ID LED turns off to make sure the front panel ID button and ID LED are functional.
15. Visually check whether the front panel NIC activity LEDs are illuminated to verify the front panel NIC activity LED function.

*Note: The front panel network LEDs are on only if there is a network connection. Please connect an active network cable to each LOM port.*

16. Press the front panel reset button. The system should reset to verify the front panel reset button function.  
*Note: There is no reset button on the front panel for the Intel® Server System H2000XXKR Product Family.*
17. Press and hold down the power button to power off the system to verify the front panel power button shutdown function.

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

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