



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

Intel Technical Advisory

TA-1074-01

5200 NE Elam Young Parkway
Hillsboro, OR 97124

January 12, 2015

The Intel® Server Board S2600CP2 and S2600CP4 cannot power on with only one Intel® Xeon® Processor E5-2600 v2 installed

Products Affected

Product Code	TA#	MM#	PBA#
BBS2600CP2	G41268-506	916039	G50768-511
DBS2600CP2	G41269-506	916040	
DBS2600CP4	G41273-506	916041	E99552-511
BBS2600CP4	G41271-506	916042	

Description

Intel has identified that the Intel® Server Board S2600CP2 and S2600CP4 with the specific PBA numbers and serial numbers are affected. The serial numbers of affected server boards can be found in Table-2.

The affected server boards cannot power on when only one Intel® Xeon® E5-2600 v2 processor is installed, but will not encounter such an issue when one or two Intel® Xeon® E5-2600 processors or two Intel® Xeon® E5-2600 v2 processors are installed. Summary of the issue is shown in Table-1.

Table-1 Summary of Issue Impact

Processor Family	Quantity of Processor Installed	Function Impact
Intel® Xeon® Processor E5-2600	1	Not Impacted
	2	Not Impacted
Intel® Xeon® Processor E5-2600 v2	1	Impacted
	2	Not Impacted

Customers can identify whether the server boards purchased have been affected by reading the PBA numbers and serial numbers on the server boards (Example Figure-1a) or on the outer carton labels (Example Figure-1b).



Figure-1a: An Example of PBA Number and Serial Number on Server Board

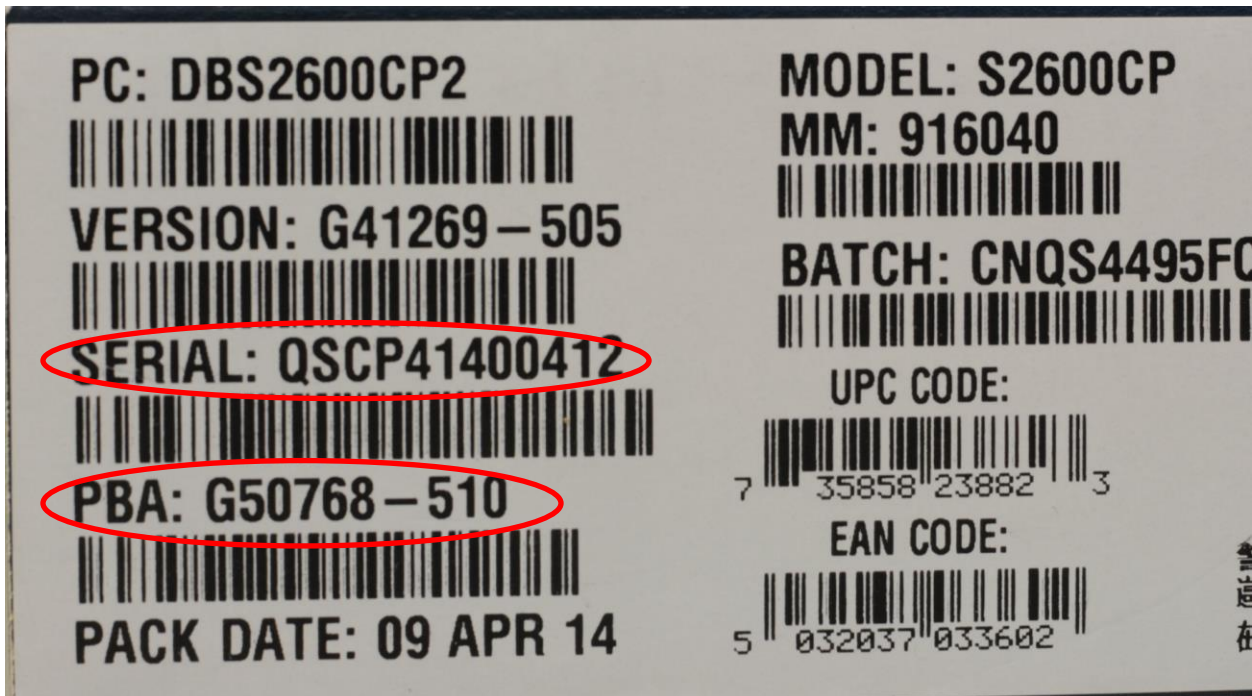


Figure-1b: An Example of PBA Number and Serial Number on Outer Carton Label

Root Cause

Intel has identified that the switch (Symbol location on the Intel® Server Board S2600CP2/S2600CP4: U6E1, shown in Figure-2a and Figure-2b) marked with **VU** has been integrated on the impacted server boards. When the socket CPU_1 is installed with one E5-2600 v2 processor and the socket CPU_2 is empty, the systems of the impacted server boards will regard the socket CPU_2 as being installed with one E5-2600 processor even though there is in fact no processor installed on the socket CPU_2. The system regards this configuration as a mixed processor population. The server board will not power on because this kind of configuration violates the processor population rules. The Intel® Server Boards integrated with the switch marked with **AF** will not encounter this issue.

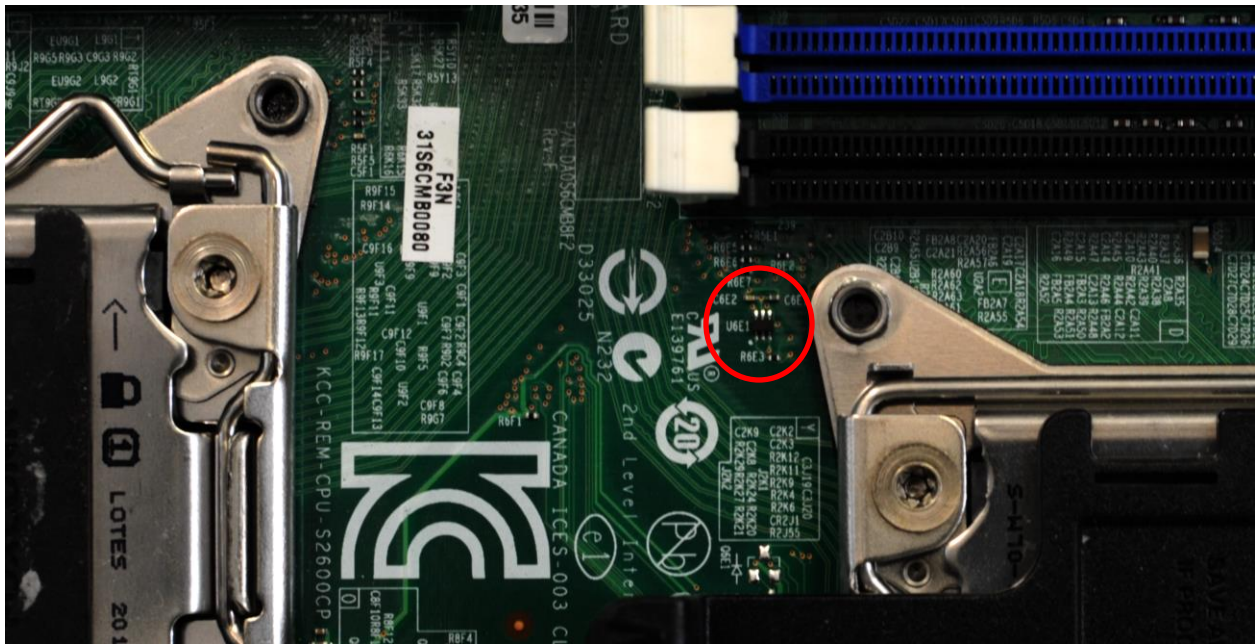


Figure-2a: An Example of Location of the Switch Symbol U6E1 on S2600CP2



Figure-2b: An Example of Location of the Switch Symbol U6E1 on S2600CP2

Corrective Action / Resolution

- Intel has implemented additional manufacturing process to ensure the future products have no this issue prior to shipment.
- Intel has screened all finished goods inventory in its possession as of January 05, 2015 to ensure all server boards have no this issue prior to shipment.

- Intel will provide updated server board(s) to customer if the customer has been impacted by the issue. Please contact Intel using your standard warranty process and reference TA-1074-01 with the following product information available to receive a replacement of server board(s):
 - Technical Advisory # TA-1074-01
 - Product MM#
 - Product Code
 - Serial Number(s) of the affected product(s)

The affected server boards outside of Intel inventory control have been identified by the board serial numbers. The affected server board serial numbers can be found in Table-2.

Table-2 Affect Server Board Serial Numbers

PBA#	Product Code	Affected Serial Numbers
G50768-511	BBS2600CP2	QSCP44301412, QSCP44301425, QSCP44301429, QSCP44301442, QSCP44301443, QSCP44301449, QSCP44301450, QSCP44301456, QSCP44301458, QSCP44301463, QSCP44301473, QSCP44301476, QSCP44301477, QSCP44301481, QSCP44301483, QSCP44301484, QSCP44301485, QSCP44301486, QSCP44301488, QSCP44301492, QSCP44301495, QSCP44301533, QSCP44301576, QSCP44301579, QSCP44301592, QSCP44301595, QSCP44301598, QSCP44301607, QSCP44301622, QSCP44301624, QSCP44301625, QSCP44301636, QSCP44301639, QSCP44301647, QSCP44301648, QSCP44301652, QSCP44301653, QSCP44301655, QSCP44301658, QSCP44301664, QSCP44301665, QSCP44301666, QSCP44301671, QSCP44301675, QSCP44301677, QSCP44301679, QSCP44301683, QSCP44301694, QSCP44301695, QSCP44301697, QSCP44301704, QSCP44301705, QSCP44301707, QSCP44301708, QSCP44301713, QSCP44301715, QSCP44301718, QSCP44301719, QSCP44301720, QSCP44301721, QSCP44301726, QSCP44301727, QSCP44301728, QSCP44301734, QSCP44301739, QSCP44301743, QSCP44301744, QSCP44301748, QSCP44301749, QSCP44301752, QSCP44301754, QSCP44301759, QSCP44301760, QSCP44301764, QSCP44301765, QSCP44301767, QSCP44301769, QSCP44301778, QSCP44301787, QSCP44301788, QSCP44301790, QSCP44301801, QSCP44301803, QSCP44301806, QSCP44301808, QSCP44301814, QSCP44301816, QSCP44301817, QSCP44301823, QSCP44301829, QSCP44301832, QSCP44301839, QSCP44301840, QSCP44301841, QSCP44301842, QSCP44301846, QSCP44301850, QSCP44301856, QSCP44301858, QSCP44301859, QSCP44301860, QSCP44301862, QSCP44301864, QSCP44301868, QSCP44301871, QSCP44301873, QSCP44301877, QSCP44301888, QSCP44301891, QSCP44301893, QSCP44301898, QSCP44301899, QSCP44301900, QSCP44301903, QSCP44301904, QSCP44301907, QSCP44301909, QSCP44301915, QSCP44301917, QSCP44301918, QSCP44301922, QSCP44301924, QSCP44301928, QSCP44301929, QSCP44301931, QSCP44301932, QSCP44301937, QSCP44301938, QSCP44301939, QSCP44301964, QSCP44301965, QSCP44301974, QSCP44301978, QSCP44302001, QSCP44302007, QSCP44302010, QSCP44302011, QSCP44302012, QSCP44302020, QSCP44302023, QSCP44302027, QSCP44302034, QSCP44302042, QSCP44302049, QSCP44302050, QSCP44302060, QSCP44302062, QSCP44302065, QSCP44302069
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