



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

Intel Technical Advisory

TA-1092-01

5200 NE Elam Young Parkway
Hillsboro, OR 97124

September 28, 2015

Intel® Server Power Supply AXX750DCCRPS (750W DC) may shut down when running at dynamic load and could be damaged with heavy load.

Products Affected

Product Code	MM#	P/N#	Description
AXX750DCCRPS	927253	G36605-005 G36605-006	750W -48v DC (Direct current) CRPS 80+ Gold efficiency power supply spare/accessory for use on 1U/2U GZ/GL/WT rack systems (R1000GZ/GL, R1000WT, R2000GZ/GL and R2000WT).

No Intel Server System or Intel Server Chassis have been built or shipped with the affected power supply unit.

This power supply is purchased separate as spare/accessory for use on 1U/2U GZ/GL/WT rack systems (R1000GZ/GL, R1000WT, R2000GZ/GL and R2000WT).

Description

Intel found that some power supplies AXX750DCCRPS (750W DC) may randomly shut down after some time running at dynamic load and could be damaged if running with a heavy load.

Root Cause

Unstable housekeeping voltage inside the PSU. This voltage variability during dynamic loading may causes the signals enabling power converters inside the PSU to deassert. When the enable signal deasserts in one (slave) channel and system is running at heavy load it causes the master channel to overstress. When the enable signals deassert in both channels the PSU shuts down launched by the Under Voltage Protection (UVP).

Corrective Action / Resolution

Hardware: Factory will change 2 bipolar junction transistors (BJT) to a higher gain BJTs. They will also change 4 resistors in order to provide an adequate control current to the BJTs.

Firmware: Factory will modify the firmware by adding a delay between Buck and Full bridge regulators enable time (to reduce inrush current in control circuitry).

Intel recommends that customer who have received power supplies AXX750DCCRPS with P/N# in the product affected list, return their power supply for replacement.

To replace your AXX750DCCRPS power supply please contact Intel using your normal warranty process, indicating that you are calling regarding TA # 1092-01. Have the following information when you call: the MM#, Product Code and serial number of the affected item needed. The information can be found on the label of the power supply unit.

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

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Intel Corporation