



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

Intel Technical Advisory

TA-1063-1

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Systems with Intel® IT/IR RAID Adapters may experience a Restart Loop problem after installing Microsoft Windows* Update Rollup 2919355 in Windows Server 2012* R2 or Windows 8.1*

Products Affected

The following Intel® RAID Controllers are affected by this issue:

- 6Gb/s Intel® RAID Controller RS25GB008 and RS25FB044
- 6Gb/s Intel® Integrated RAID Module RMS2LL080, RMS2LL040, RMS25JB040, RMS25JB080, RMS25KB040, RMS25KB080, RMS25LB040, and RMS25LB080
- 12Gb/s Intel® RAID Controller RS3UC080, RS3FC044, and RS3GC008
- 12Gb/s Intel® Integrated RAID Module RMS3JC080

Description

Intel has found that a server system with an affected Intel® RAID Controller may encounter a restart loop issue after installing Microsoft Windows* Update Rollup 2919355 (April 2014) in Windows Server 2012* R2 or Windows 8.1*. If the Intel® RAID Controller is hosting a boot device, the server system enters a restart loop since the controller cannot communicate with the miniport driver. If the Intel® RAID Controller is hosting a non-boot device, the controller and all hosted target devices may fail and the system memory may be corrupted.

Root Cause

The issue is caused when an incorrectly calculated address from the RAID controller is passed to the 4GB segment of memory if the non-cached extension is allocated near the bottom of the 4GB segment.

Corrective Action / Resolution

Intel recommends that customers review Microsoft* KB Article Number 2966870 at <http://support.microsoft.com/kb/2966870> for a related issue and apply the recommended Windows* update in the KB Article. Customers also need to upgrade the Intel® RAID Controller driver phase 19 for RMS2LL080, RMS2LL040, RMS25JB040, RMS25JB080, RMS25KB040, RMS25KB080, RMS25LB040, RMS25LB080, RS25GB008, and RS25FB044; driver phase 4 for RS3UC080, RS3FC044, RS3GC008, and RMS3JC080.

RAID Products	Driver Download Address
RMS2LL080, RMS2LL040, RMS25JB040, RMS25JB080, RMS25KB040, RMS25KB080, RMS25LB040, RMS25LB080, RS25GB008, and RS25FB044	Driver phase 19 https://downloadcenter.intel.com/Detail_Desc.aspx?DwnldID=24298&lang=eng&ProdID=3538
RS3UC080, RS3FC044, RS3GC008, and RMS3JC080	Driver phase 4 https://downloadcenter.intel.com/Detail_Desc.aspx?DwnldID=24288&lang=eng&ProdID=3737

Please refer to the readme file in the driver package for how to update the controller driver.

To recover from the restart loop state when the issue occurs, trying the methods in the above Microsoft* KB Article may overcome the restart loop.

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

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