



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

Intel Technical Advisory

TA-0829-2

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Intel® Server Chassis SC5300 – SCSI Backplane Might Fail to Update Firmware

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Products Affected	MM#	TA# Range	PBA#
SC5300AF2	MM# 880711	D50256-001 - D50256-005	
SC5300AF2NA	MM# 881230	D50256-001 - D50256-005	
AXX4SCSIDB0OEM	MM# 880549	D50281-001 - D50281-002	C53589-450
AXX4SCSIDB	MM# 880536	D50278-001 - D50278-002	C53589-450
AXX6SCSIDB0OEM	MM# 880552	D50282-001 - D50282-002	C53587-450
AXX6SCSIDB	MM# 880535	D50274-001 - D50274-002	C53587-450
FXX4SCSIBRD	MM# 880547	D50280-001	C53589-450
FXX6SCSIBRD	MM# 880512	D50272-001	C53587-450

Description

An issue has been identified with the Boot Code 1.12 of the SCSI backplane firmware 1.14 used for Intel Server Chassis SC5300. While attempting to perform a SCSI backplane firmware update on the SC5300 SCSI backplanes with the PBA numbers shown above some SCSI backplanes might fail to complete the update process causing the Operational Code of the SCSI backplane firmware to be partially updated and leaving the SCSI backplane in an undetermined state. Based on internal testing, the firmware update failure rate is about 5%.

ONLY the SC5300 SCSI backplanes with the PBA numbers above are affected by this issue. All other SC5300 SCSI backplanes are NOT affected by this issue.

Your system will NOT be impacted if:

You do NOT attempt to perform a SCSI backplane firmware update.

Your system will NOT be impacted if:

You attempt to perform a SCSI backplane firmware update and successfully complete the update process.

Your system may be impacted if:

You attempt to perform a SCSI backplane firmware update and fail to complete the update process.

Root Cause

From the PBA revisions above the SC5300 SCSI backplanes started using a new flash part, and are programmed with the SCSI backplane firmware 1.14 / the Boot Code 1.12 to support the new flash part (See PCN 106071-00 for details on the change). The Boot Code 1.12 has a marginal timing issue with the new flash part, which might cause the SCSI backplane firmware update failure.

Corrective Action / Resolution

Intel has a plan in place to resolve this issue and intends to ship working backplanes in WW50 (December 15th, 2006). You can find more information about the change in PCN 106825-00.

Workarounds

The current workaround is to not attempt any firmware updates on backplanes that have HSC 1.14 / Boot Code 1.12. These SCSI backplanes will operate without issue unless the SCSI backplane firmware update is attempted and failed.

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

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