



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

# Intel Technical Advisory

TA-1034-01

5200 NE Elam Young Parkway  
Hillsboro, OR 97124

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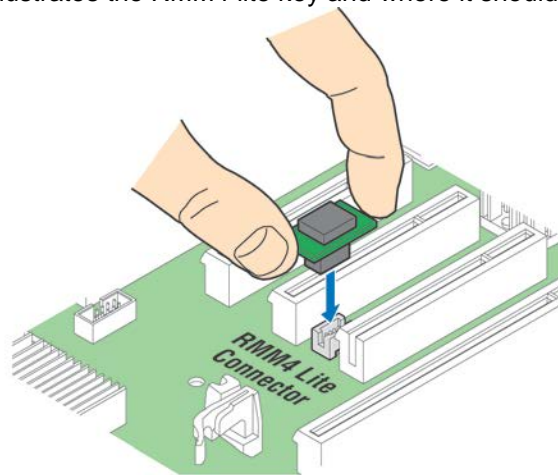
## Intel® Server System R2312SC2SHGR Missing RMM4 Lite Key

### Products Affected

Product Code	MM#
R2312SC2SHGR	919785

### Description

An issue was discovered by Intel for which the Intel® server system R2312SC2SHGR may not have the Intel® Remote Management Module 4 Lite (RMM4 Lite) key installed. The system should come with the RMM4 lite key pre-installed. Without the RMM4 lite key, customers can not make use of the advanced management features such as remote KVM. The picture below illustrates the RMM4 lite key and where it should be installed.



AF004474

### Root Cause

There was an excursion during manufacturing and the Intel® server system R2312SC2SHGR was built without the RMM4 lite key.

### Corrective Action / Resolution

Short term corrective action: Intel will provide RMM4 lite keys to customers requesting them.

Long term corrective action: An additional verification process was put in place in manufacturing to ensure there are no reoccurrences in future.

To get parts contact Intel using your normal warranty process. Please indicate you are calling regarding TA-1034-1, and have the following information when you call: part number requested and serial number(s) for the system(s) or board(s) needing the replacement part.

If you require more information about this issue, please contact your Intel Sales Representative.

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