



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

# Intel Technical Advisory

TA-1119

5200 NE Elam Young Parkway  
Hillsboro, OR 97124

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## Intel® Server S7200AP Product Family displays critical Power Supply current events in the System Event Log (SEL).

### Affected Products- Intel® Server S7200AP Product Family

Product Code	MM#
LADMP2312KXXX4T	949857
LADMP2312KXXX4S	949858
LADMP2312KXXX4H	949859
LADMP2312KXXX4C	949856
LADMP2312KXXX44	950505
LADMP2312KXXX4I	951083
LADMP2312KXXX43	950504
LADMP2312KXXX45	951879
LADMP2312KXXX46	952318
LADMP2312KXXX49	952414
LADMP2312KXXX41	950477
LADMP2312KXXX47	952408
LADMP2312KXX141	952460
LADMP2312KXX142	952465
LADMP2312KXX145	953486
LADMP2312KXX147	953627
LADMP2312KXXX42	950501

Product Code	MM#
LADMP2312KXX148	953849
LADMP2312KXX242	954735
LADMP2312KXX241	954561
LADMP2312KXX243	954903
LADMP2312KXX146	953487
LADMP2312KXX244	955215
LADMP2312KXX245	955526
LADMP2312KXX246	955750
LADMP2312KXX247	955751
LADMP2312KXX248	955765
LADMP2312KXX249	955768
LADMP2312KXX140	956061
LADMP2312KXX240	956074
LADMP2312KXX340	956600
LADMP2312KXX341	957316
LADMP2312KXX343	957738
LADMP2216KXXX40	957827

### Description

Intel® has recently discovered an issue in which critical Power Supply current events are captured in the system event logs. The current events are seen only in systems configured with 2130 watt power supplies that contain PSU firmware version 29. The issue occurs in the low power state, when one of the power supplies is operating in Cold Redundancy\* mode. Additional symptoms include the activation of the Amber Status LED for one or more Compute Modules, indicating a critical system failure. The issue has been observed more frequently immediately following a reset or power cycle after updating the PSU firmware to version 29.

When examining the system event log, multiple current events will be displayed as shown in the example below:

#### System Event Log

0120 - RID:0078 TS:02/02/2017 14:40:24 SN:PS1 Curr Out % ST:Current ED:Upper Critical - going high ET:Asserted EC:Critical

Note: These events may or may not fill up the system event log.

## Root Cause

Full root cause to this issue has not yet been determined and the investigation continues. Intel has confirmed that the critical current SEL event is an erroneous message and has no bearing on system performance or operation. Additionally, there were no hardware related issues or anomalies discovered during failure analysis of this issue.

## Corrective Action

This issue will be resolved in the PSU firmware or a combination of PSU and Baseboard Management Controller firmware. The firmware release with the fix for this issue is tentatively scheduled for release in late Q1, early Q2.

## Recommended Customer Action/Work Around

As previously stated, the event occurs only when PSUs are operating in Cold Redundancy mode. As a short term work around, customers may choose to disable the Cold Redundancy feature by using the following IPMI based raw commands:

# Set Cold Redundancy - CR feature to disable

```
ipmitool raw 0x30 0x2d 0x01 0x00
```

# Set Cold Redundancy - CR feature to re-enable later

```
ipmitool raw 0x30 0x2d 0x01 0x01
```

\* Refer the Intel® Server Chassis H2000G Product Family Technical Product Specification for details.

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