

Intel Technical Advisory

TA-1165

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Apr 16, 2021

Incorrect Cabling on LWF2224NX Leads to Erroneous Display in Nutanix* PRISM Hardware Diagram

Products Affected

| Product Name | Product Code |
|--|----------------|
| The Intel® Data Center Blocks for Nutanix* Enterprise Cloud Platform (Intel® DCB for Nutanix* Enterprise Cloud Platform) | LWF2224NX***** |

Description

Intel has discovered that several of the 24-drive configuration S2600WF systems for the Intel® Data Center Blocks for Nutanix* Enterprise Cloud Platform (Intel® DCB for Nutanix* Enterprise Cloud Platform) were built and shipped with incorrect cabling connections. This may cause Nutanix* software, upon drive failure, to report the wrong drive identifier to the user. This could potentially result in customer inadvertently removing a functional drive, mistaking it for a non-functional one.

Root Cause

This was first reported by an Intel customer and the root cause and corrective steps to remediate the problem was determined internally at Intel. Factory instructions for port map cable connections for C0-C1 in RSP3QD160J were incorrect. These have been corrected and addressed, so that factory instructions now contain the correct cabling instructions.

Corrective Action / Resolution

You can determine whether your product is affected:

- If your Nutanix* PRISM hardware diagram shows grayed out drive slots when corresponding physical slots are populated.
- You can use this script to verify whether the cabling/port mapping is correct – <https://downloadcenter.intel.com/download/30385>

The resolution is to swap the C0-C1 cabling for RSP3QD160J: card port C0 should connect to drive slots 12–15, and card port C1 should connect to drive slots 16–19. Incorrect cabling will have C1 connected to 12–15, C0 connected to drives 16–19. Once these are cabled according to Figure 1, Nutanix* PRISM hardware diagram will no longer have erroneous display and will report correct drive identifier in case of drive failure.

| |
|--|
| Use configured AXXCBL800HDHD cable to connect from Controller card connector C0 to the drive bay 2 SAS/SATA ports 4–7 (route left) |
| Use configured AXXCBL875HDHD cable to connect from Controller card connector C1 to the drive bay 3 SAS/SATA ports 0–3 (route right) |
| Use configured AXXCBL950HDHD cable to connect from Controller card connector C2 to the drive bay 3 SAS/SATA ports 4–7 (route right) |

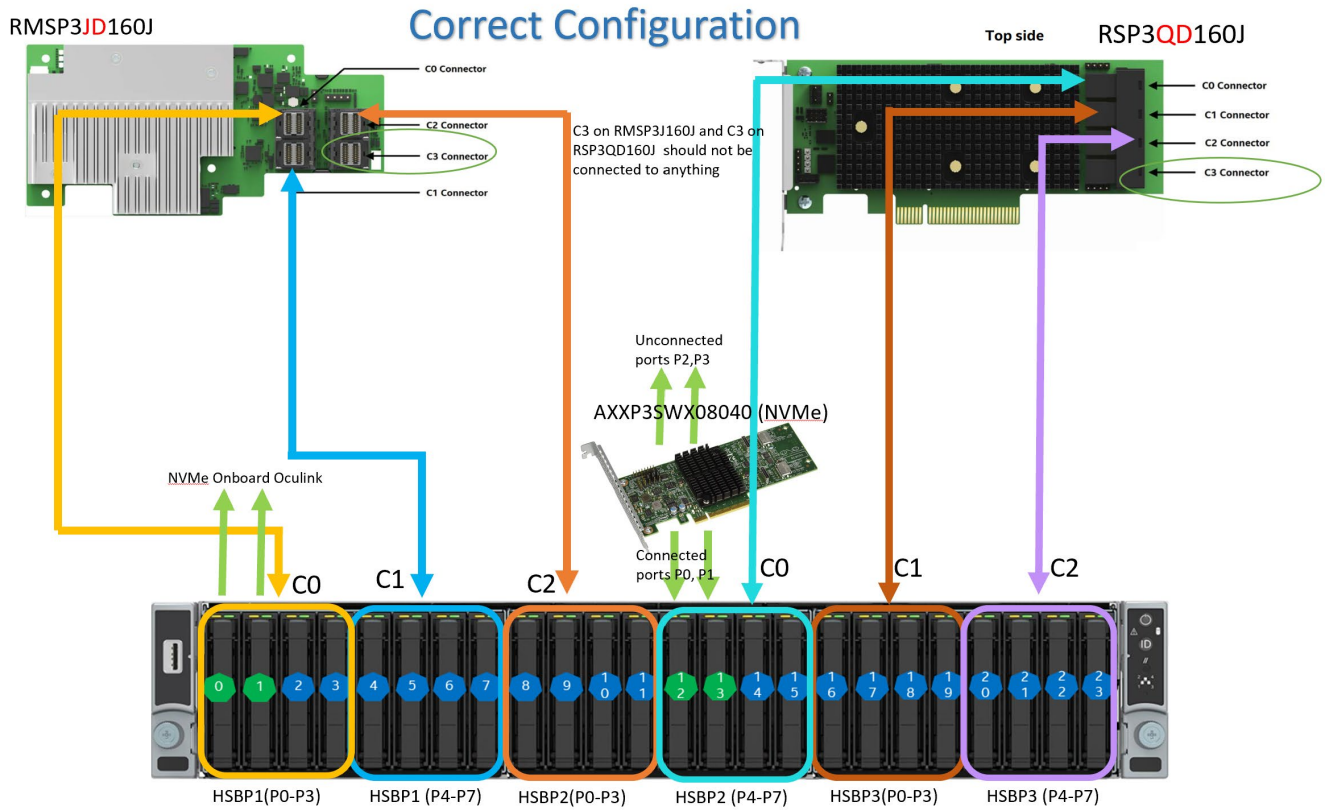


Figure 1. Cable routing for LWF2224NX servers. Green cables/drives represent NVMe drives for SATA+NVMe configurations.

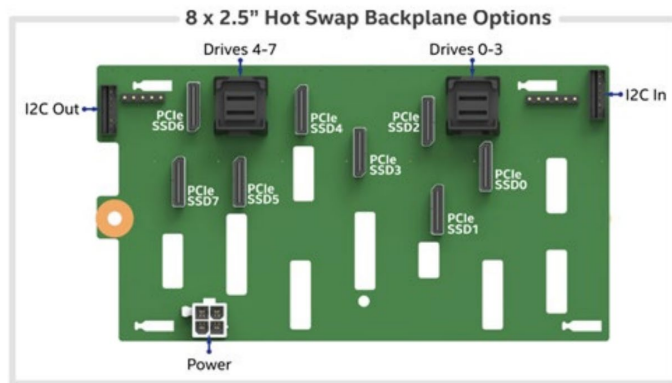


Figure 2. Hot Swap Back Plane (HSBP) Connectors

Contact your local Intel Sales Representative if you require more specific information about this issue.

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