

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

Intel Technical Advisory

TA-1096

5200 NE Elam Young Parkway
Hillsboro, OR 97124

November 30, 2015

Potential data loss with Intel RAID controllers RS25AB080 or RS25SB008 with capacitor pack revision 49571-15C and forced firmware downgrade.

Products Affected

Integrated RAID controllers RS25AB080 and RS25SB008 with capacitor pack revision 49571-15C.

Description

RS25AB080 controllers with serial number greater than DZAB51300001 or RS25SB008 controller with serial number greater than DZSB50700000 include capacitor pack revision 49571-15C which requires RAID controller firmware version 23.28.0-0016, or HA-DAS package 23.6.1-0033, or later to operate properly.

Intel RS25AB080 and RS25SB008 controllers using factory programmed firmware are not affected.

Root Cause

RAID firmware older than package 23.28.0-0016, as well as HA-DAS package older than 23.6.1-0033 do not properly enable the newer capacitor pack 49571-15C under some situations which can leave the capacitor pack electrically disconnected during unexpected power loss situations.

Resolution

- 1) Get your controller's serial number:
 - If your controller is not installed in a running system, just check the serial number label. On the next page you can find instructions on how to locate it.
 - If your controller is installed in a running system, run the "StorCli /cx /show" command, it will return the controller's serial number along with other information.
- 2) Check whether or not your controller's serial number is in the affected list. Any RS25AB080 controller with serial number greater than DZAB51300001 or any RS25SB008 controller with serial number greater than DZSB50700000 is affected.
An alternative way to check if you have a capacitor pack version 49571-15C is getting the controller's AdpAliLog file and look for the "batPackAssmNo" string. If it indicates "49571-15C", then you have an affected RMFBU.
- 3) If your controller is using capacitor pack version 49571-15C **AND** the controller's firmware is older than 23.28.0-0016, update the controller's firmware version to at least package 23.28.0-0016 which is available on www.intel.com/support for your controller.
- 4) If your controller is using capacitor pack revision 49571-15C **AND** the controller's firmware is HA-DAS firmware package is older than 23.6.1-0033, update the controller's firmware version to at least package 23.6.1-0033 which is available on www.intel.com/support for your controller.

Workaround

If the connected capacitor pack is revision 49571-15C and you need to run firmware package older than 23.28.0-0016, or HA-DAS firmware package older than 23.6.1-0028, please set the controller's cache policy to "Write Through".



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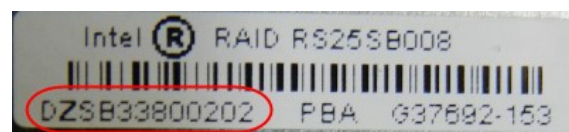
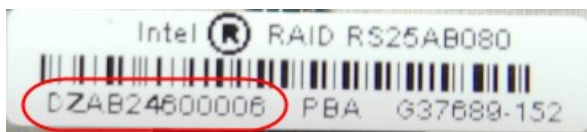
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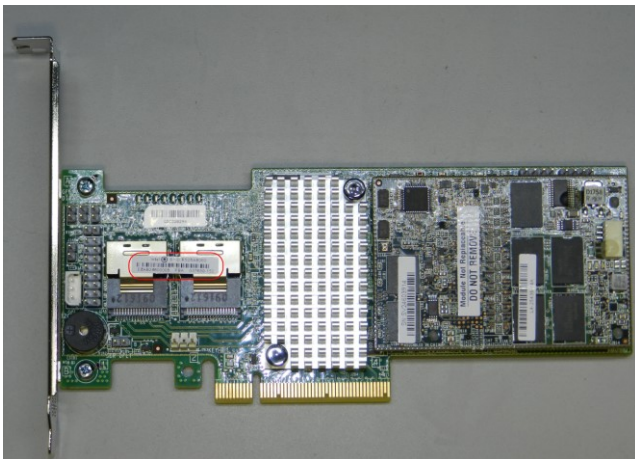
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How to locate the controller's serial number label.

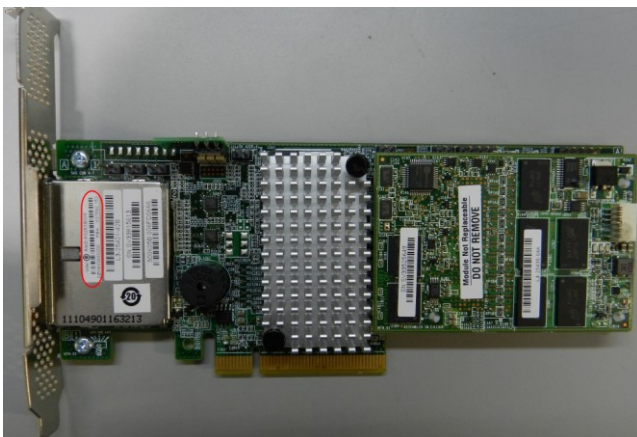
The Intel serial numbers start with DZ and they are in the same label showing the controller's model.



The RS25AB080 controller has the serial number label located on the front side of the card (component side). If the controller is still boxed, the serial number is printed on the box too.



The RS25SB008 controller has the serial number located on the front side of the card (component side). If the controller is still boxed, the serial number is printed on the box too.





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