



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

Intel Technical Advisory

TA-1107

5200 NE Elam Young Parkway
Hillsboro, OR 97124

June 07, 2016

Disk drive is not recognized in the lower right drive slot of the 2U chassis.

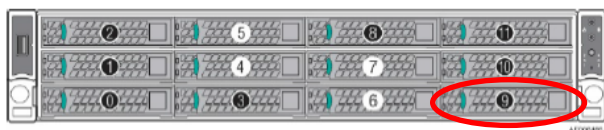
Products Affected

Product Name	Product Code
Intel® Server System	R2308WTTYSR, R2312WTTYSR and R2312WTXXX

Description

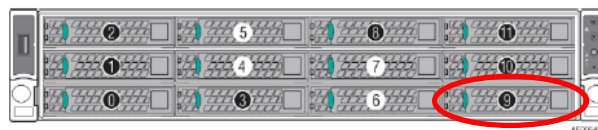
In some Intel® Server Systems mentioned in the "Products Affected" table the front drive slot at the bottom right corner of the chassis while looking at the front of the system (slot number nine for R2312WTTYSR and R2312WTXXX, slot number six for R2308WTTYSR) does not recognize the HDD when it's inserted. Please see the illustrations below for the slot location.

R2312WTTYSR



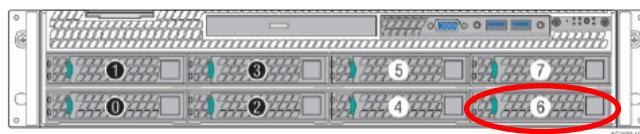
2U – 12 x 3.5" HDD or 12 x 2.5" SSD front mount drives

R2312WTXXX



2U – 12 x 3.5" HDD or 12 x 2.5" SSD front mount drives

R2308WTTYSR



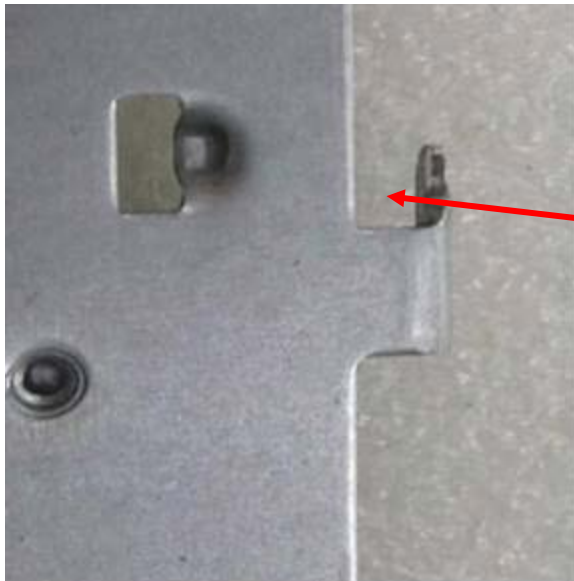
2U – 8 x 3.5" HDD or 8 x 2.5" SSD front mount drives

Root Cause

In some systems the bottom tab of the bracket holding the front HSBP has a gap from 3mm to 6mm. This gap allows the HSBP to move back preventing HDD in the bottom right front drive slot from proper connection to the corresponding connector in the backplane.

Workaround

The workaround is to bend the bottom tab of the bracket that holds the front HSBP to ensure 2.7mm gap for HSBP is met.



Gap of 3mm to 6mm that allows movement of the HSBP

Corrective Action / Resolution

Intel has modified the manufacturing process to prevent the issue to occur. All impacted systems in the warehouse are being reworked to meet design specifications.

Recommended Customer Action

Customers that are affected by this issue and do not want to proceed with the workaround can request replacement using standard warranty process. When contacting the Intel® Customer Support representative please mention this Technical Advisory.

- Top Assembly (TA) affected **H47008-002**
- Top Assembly (TA) fixed **H47008-003**

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