



HSD125807 – HMRFPO_ENABLE COMMAND TIMEOUT TECHNICAL ADVISORY

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Data Center Platform Application Engineering
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Intel® Server Platform Services Firmware Update Notice for Intel® C620 Chipset Products

Issue

- Intel® Management Engine (Intel® ME) region update via HMRFPO processing flow may fail when Intel ME uptime exceeds 24 days.

Root Cause

- Intel® Server Platform Services firmware implements a 32-bit field that contains the Intel ME uptime.
 - The maximum value for this field is ~24.85 days.
- Once the Intel ME uptime field rolls over, HMRFPO commands can be blocked.

Workaround

- Issue Intel ME reset no earlier than 24 days prior to Intel ME region update
 - Intel ME is reset via IPMI or any other platform global reset.

Disposition/Next steps

- Intel Server Platform Services firmware will implement a 64 bit field to contain the Intel ME uptime.
- The fix will be delivered in build SPS_E5_04.00.04.320.0.
- Customers are urged to adopt this and future Intel Server Platform Services releases to resolve the issue for subsequent Intel ME region updates.
- Contact your representative for additional questions and workaround details.