

intel® Technical Advisory

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Intel® Server Chassis SC5300LX, SC5300BRP Potential SCSI Hard Disk Drive Damage

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Products Affected

Product Code	MM #
SC5300BRP	862502
SC5300BRPNA	865077
SC5300LX	857677
SC5300LXNA	857703
SC5300AF2	876245
SC5300AF2NA	876247
SC5300BD2	867230
SC5300BD2NA	869042
FXX730WPSU	856596

Description

Intel has received reports of hard disk drive damage on system power up in server chassis SC5300LX or SC5300BRP in conjunction with 6 bay SCSI Hot Swap Back Planes (HSBP), AXX6SCSIDB.

Root Cause

Intel has not completed root cause analysis of this anomaly.

Corrective Action / Resolution

During Intel's investigation, it was observed that the power supply's 4-pin D Sub power connectors can, with slight additional force, be inserted 180° into the mating connector of the 6-drive HSBP, directly opposite of the intended keyed connection. Incorrect insertion (180 ° reversed) of the 4-pin D Sub power connector(s) into the HSBP will result in damage to the HSBP and/or hard disk drives connected to the HSBP. Customers are advised to visually inspect the power connector for correct orientation during installation and *prior* to applying system power.

Please contact your Intel Sales Representative if you require more specific information about this issue.

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