



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

Intel Technical Advisory

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Hard Drive Interference Issue On Intel® Server System R1304BTLSHBN

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Products Affected

Product	Product code	MM#
Intel® Server System R1304BTLSHBN	R1304BTLSHBN	911688
	R1304BTLSHBNA	907658

Description

Intel has discovered a potential hard drive interference issue in the Intel® Server System R1304BTLSHBN when using maximum height hard drives (greater than 25.9mm). The issue observed exhibits the following symptom: hard drives that exceed the 25.9mm chassis limitation can be difficult to install and remove.

The affected product is the Intel® Server System R1304BTLSHBN.

Root Cause

The issue has been root caused to a chassis/hard drive interaction where the hard drives exceed the maximum allowable chassis hard drive space. Most hard drives are within this limitation, only a few hard drives (for example: Seagate* Constellation* ES ST32000644NS) exceed this chassis height limitation. All the hard drives compatible with Intel® Server System R1304BTLSHBN which are listed in the Server Configurator Tool are within the 25.9mm height limitation and will not have this interference issue.

Corrective Action / Resolution

Intel recommends customers to use the hard drives compatible with Intel® Server System R1304BTLSHBN which are listed in the Server Configurator Tool.

Intel will be modifying the chassis to gain more margins in the hard drive area.

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

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