



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

Intel Technical Advisory

TA-1019-1

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INTEL® SERVER SYSTEM R2000IP BMC LOGS AN INCORRECT “INFORMATION EVENT: CONFIGURATION ERROR” RECORD ON THE FXX750GERPS REVISION A02 POWER SUPPLY

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Products Affected

The following Intel® Server System and Power supply spare:

- Intel® Server System R2000IP System
 - R2208IP4LHPC
 - R2308IP4LHPC
 - R2216IP4LHPC
- Intel® Server System Power Supply spare FXX750GERPS

Description

When AC power is removed from one of the two R2000IP system power supply modules, the BMC incorrectly logs an “Informational event: configuration error” record on that power supply module. Soon after the AC power is removed, the BMC also logs an “Information event: AC has been regained”, even though AC power has not yet been restored. This erroneous AC regained event forces the BMC to incorrectly report that the Power Unit Redundancy (Pwr Unit Redund) is fully redundant.

Root Cause

This error in BMC reporting is because the power supply FW is reporting the event with incorrect information to the BMC.

Corrective Action / Resolution

Intel is in the process of validating and releasing updated power supply firmware for the FXX750GERP PSU modules.

If customers have received a R2000IP system with FS750HS1-00 REV A02 power supply modules, at their discretion, may either use them or exchange them for identical modules with updated PSU FW. Please reference this technical advisory by number and follow Intel’s standard RMA process when returning an affected power supply module for exchange.

Workarounds

N/A

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

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