intel®Technical Advisory

TA-0786-00

5200 NE Elam Young Parkway
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Intel® Server Chassis SR2400 Slim-line Optical Drive Trays May Stick When Opening

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Products Affected

Product Code	MM#
SR2400	857037
SR2400NA	857228
SR2400SYS	865593
SR2400SYSNA	865594
SR2400SYSD2	865605
SR2400SYSD2NA	866080

Description
Intel has identified an issue with the Intel Server Chassis SR2400 where a slim-line optical drive may stick when ejecting the drive tray.

Root Cause
During system integration, the slim-line optical drive assembly may be inserted too far into the drive bay causing the optical drive tray to catch underneath the chassis sheet metal.

Corrective Action / Resolution
Intel has redesigned the release latch of the slim-line optical drive carrier to prevent the drive assembly from traveling too far into the drive bay.

Intel has implemented a change to all the affected products to include the redesigned drive carrier. Reference Product Change Notification (PCN) 104925-01 for product change details.

Customers experiencing this issue can request replacement drive carriers from Intel. For replacement drive carriers, contact Intel using your normal warranty process. Please indicate that you are calling regarding TA# 0786-00, and have the following information when you call; the part number requested 6070A0074602, and the serial number(s) for the system(s) needing the replacement part.

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

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