Intel Technical Advisory

TA-0864-1

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Intel® Server Board S5000PAL Dual Gigabit Ethernet I/O Expansion Module May Not Initialize After System Restart

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Products Affected
Intel® Server Board S5000PAL Dual Gigabit Ethernet I/O Expansion Module; product code AXXGBIOMOD

Description
Occasionally the NICs on the I/O expansion module may not be available in the BIOS or the operating system.

Note: This issue has only been observed in the Intel® Server System SR1550AL.

Root Cause
The main cause of this issue is incorrect power sequencing on the I/O expansion module. When a DC system reset is performed, the controller on the module may not reset properly which prevents initialization of the external NIC ports. Additionally, based on an update to the design guide for the controller, the external reset circuit was removed from the I/O expansion module. Reset functionality is retained by the reset internal to the controller.

This issue has only been observed in the Intel® Server System SR1550AL due to the unique timings and characteristics of the power supply used.

Corrective Action / Resolution
The design of the I/O expansion module has been changed to correct this issue. This change is outlined in PCN#107383. All modules build per this PCN will not demonstrate this behavior. All affected product has been removed from inventory and replaced with product built per the noted PCN. If you experience this issue on a module built prior to the noted PCN, and would like a replacement, contact Intel using your normal warranty process. Please indicate that you are calling regarding TA #0864 and have the product code (AXXGBIOMOD) and MM# (880518) available.

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

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