



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

Intel Technical Advisory

TA-0894-1

5200 NE Elam Young Parkway
Hillsboro, OR 97124

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Intel® RAID Controllers SRCSASRB and SRCSATAWB Out-of-Band SES2 Enclosure Management Malfunction with Firmware v1.12.42-0352

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Products Affected

SRCSASRB
SRCSATAWB

Description

The SRCSASRB and SRCSATAWB with firmware version 1.12.42-0352 will fail to support out-of-band SES2 enclosure management with the non-expander backplanes over I2C. Because of this issue, the non-expander backplane enclosure device will not show up in the RAID BIOS Console and RAID Web Console 2; and the physical drive locating functionality is inoperable.

Root Cause

This issue is under investigation for root cause and will be addressed with a RAID controller firmware update.

Corrective Action / Resolution

This issue will be addressed with a firmware update posted to the RAID controller's software download section of support.intel.com. Intel will implement the updated firmware in the factory upon completion of the firmware test process. Customers should regularly make a verified backup of essential data and carefully follow below work-around.

Workarounds

With the controllers which have been impacted by the firmware 1.12.42-0352, please use the temporary work around by downgrading the RAID controller firmware version to v1.11.42-0312 which is available for download at <http://support.intel.com>. The firmware can be downgraded by two methods:

1. Downgrade RAID controller firmware to version 1.11.42-0312 using RAID Web Console 2
2. Downgrade RAID controller firmware to version 1.11.42-0312 using CmdTool2 utility, which is released together with the firmware package. Please make sure there is only one Intel RAID controller installed, then use the '-noverchk' to force downgrade the firmware. For example: 'Cmdtool2 -adpflash -f 11fw312.rom -noverchk -a0'

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

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