



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

Intel Technical Advisory

TA-0977-2

5200 NE Elam Young Parkway
Hillsboro, OR 97124

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The SGPIO cable incompatibility with Intel® SAS Entry Raid Module AXX4SASMOD, Intel® Integrated RAID Module RMS2AF040 and Intel® Integrated RAID Module RMS2LL040

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Products Affected

Table. 1. Products Affected

Product	Product code	MM#
Intel® Server System R1304BTLSHBN	R1304BTLSHBN	911688
	R1304BTLSHBNNA	907658
Intel® Server System P4304BTLSHCN	P4304BTLSHCN	912775
	P4304BTLSHCNNA	907886
Intel® Server Chassis P4304XXSHCN	P4304XXSHCN	911765
	P4304XXSHCNNA	907812

Description

Intel has discovered the SGPIO cable compatibility issue between some modules and the backplane in the system or the chassis listed above.

The affected modules are Intel® SAS Entry Raid Module AXX4SASMOD, Intel® Integrated RAID Module RMS2AF040, and Intel® Integrated RAID Module RMS2LL040.

Without the SGPIO cable, the fault LED function on the backplane will not be supported on the RAID mode with the affected modules.

Root Cause

The SGPIO connector on the backplane in the system or the chassis listed above is a 5-pin connector. The SGPIO connector on the affected module is a 4-pin connector. The cable shipped with Intel® Server System R1304BTL SHBN is a 5-pin to 5-pin cable with IPN number: E98573-001. The cable shipped with Intel® Server System P4304BTL SHCN or Intel® Server Chassis P4304XXSHCN is a 5-pin to 5-pin cable with IPN number: G22461-002. The SGPIO cable is used to connect the Intel® Server Board S1200BTL and the backplane, but not compatible with the affected modules.

Corrective Action / Resolution

Intel has designed one cable (G10943-001) to support the connection between the affected modules and the backplane in Intel® Server System R1304BTL SHBN.

Intel has designed one cable (G22461-003) to support the connection between the affected modules and the backplane in Intel® Server System P4304BTL SHCN or Intel® Server Chassis P4304XXSHCN.

Please contact Intel using your normal warranty process and provide the product code to obtain the SGPIO cable according to the system. Intel will provide you the correct cable based on the product code you provide.

Please indicate you are calling regarding TA-0977-02, and have the following information when you call: 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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