



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

Intel Technical Advisory

TA-0983-1

5200 NE Elam Young Parkway
Hillsboro, OR 97124

July 28, 2011

MiniSAS-to-SATA cable SGPIO connector incompatible with Hot Swap Backplanes FUP4X35HSBP / FR1304HSBP

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Products Affected

Table. 1. Products Affected

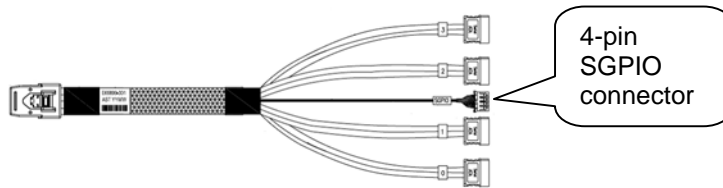
Product	Product code	MM#
Intel® Server System R1304BTLSHBN	R1304BTLSHBN	911688
	R1304BTLSHBNA	907658
Intel® Server System P4304BTLSHCN	P4304BTLSHCN	912775
	P4304BTLSHCNNA	907886
Intel® Server Chassis P4304XXSHCN	P4304XXSHCN	911765
	P4304XXSHCNNA	907812
Spare Hot Swap Backplane FUP4X35HSBP	FUP4X35HSBP	913595
Spare Hot Swap Backplane FR1304HSBP	FR1304HSBP	912384

Description

Intel has discovered a compatibility issue between the Intel® RAID Controller miniSAS-to-SATA cable SGPIO connector and the backplanes or systems listed above.

Affected Intel® RAID Controllers: RS25DB080, RS2VB080, RS2VB040, RT3WB080, RS2SG244, RS2WG160, RS2MB044, RS2BL080, RS2BL080DE, RS2BL040, RS2WC040, RS2WC080, RMS2MH080, SRCASASJV, SRCASASRB, SRCASATAWB, SRCASASBB8I, SRCASASLS4I

The current cable (E65899-001) for the listed RAID controllers has a 4-pin SGPIO connector.



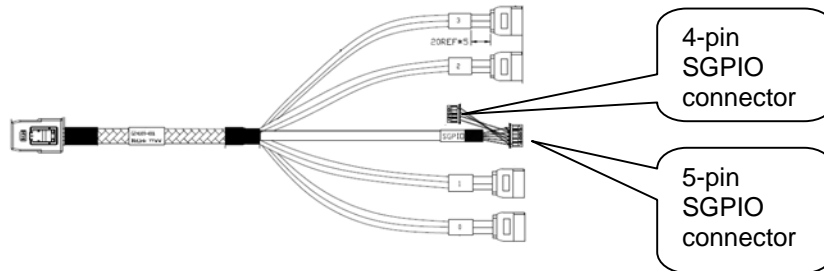
The 4-pin SGPIO connector of the E65899-001 cable cannot be plugged into the 5-pin SGPIO connector of the backplanes or systems listed above. Without the SGPIO cable connected, the listed backplane fault LED will not function with the Intel® RAID Controllers listed above.

Root Cause

The SGPIO connector on the backplanes or systems listed above is a 5-pin connector. The SGPIO connector on the E65899-001 cable is a 4-pin connector. The E65899-001 cable was designed before the backplanes or systems listed above were released and is not compatible with the backplanes or systems listed above.

Corrective Action / Resolution

Intel has designed a new cable (G24109-001) to support the connection between the affected Intel® RAID controllers and the affected backplanes or systems. This cable will have both a 4-pin and a 5-pin SGPIO connectors.



Please contact Intel using your normal warranty process to obtain the cable with both a 4-pin and a 5-pin SGPIO connector.

Please indicate you are calling regarding TA-0983-1, 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.

Enterprise Platforms & Services Division
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