intel. Technical Advisory

TA-511-1

5200 NE Elam Young Parkway
Hillsboro, OR 97124

January 11, 2002

Intel® RAID Controller SRCMR may not initialize due to defective third party component

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Products Affected

Product Code	Description
SRCMR	Intel® RAID Controller SRCMR

Description
The Intel® RAID Controller SRCMR may fail to initialize during system boot up or it may hang during the POST process. In addition, the board may initialize correctly one or more times but then fail on a subsequent reboot.

Intel® RAID Controller SRCMR boards affected will have the following identifiers. Identifiers can be found on the product box and also on the backside of the Intel® Controller SRCMR. Refer to the attached pictures for serial number location.

IMPS14800002 to IMPS14800301
IMPS14800304 to IMPS14800803
IMPS14800806 to IMPS14800905
IMPS14800912
IMPS15000002 to IMPS15000309

Intel and its distributors have isolated affecting serial numbers. Contact Intel Customer Support for replacement instructions if you have recently received a potentially affected unit in one of the serial number ranges listed above.

Root Cause
The source of this issue has been identified and isolated to specification deviation on a specific lot code of third party vendor components.

Corrective Action / Resolution
Intel is currently working with the component supplier to correct this problem. If you have an Intel® RAID Controller SRCMR with an identifier in the range listed above, contact Intel Customer Support or your Intel Distributor to schedule a replacement. If your board does not have one of the numbers listed above you are NOT affected by this issue.

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

Enterprise Platforms and Services Division
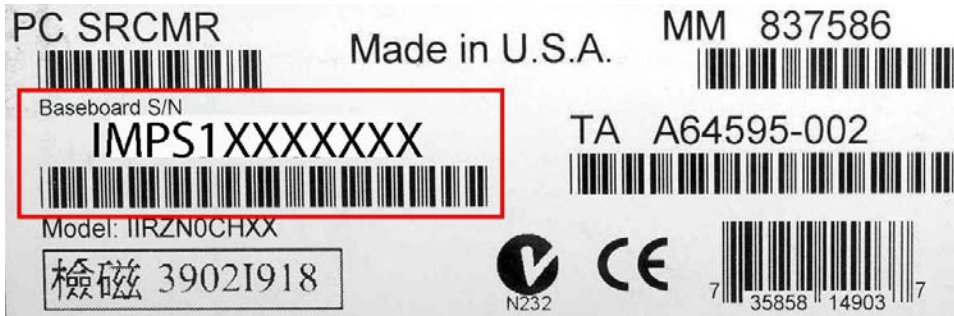Enterprise Platforms Group
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Intel® RAID Controller SRCMR adapter serial number example

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Intel® RAID Controller SRCMR product box serial number example

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Intel® RAID Controller SRCMR 5 pack box serial number example