intel® Technical Advisory

TA-0819-00

5200 NE Elam Young Parkway
Hillsboro, OR 97124

July 18, 2006

Intel® Server RAID Controller SRCU42E Memory DIMM Fails with Corrupted Cache Message During POST or Operating System Installation.

Information in this document is provided in connection with Intel products. No license, express or implied, by estoppel or otherwise, to any intellectual property rights is granted by this document. Except as provided in Intel's Terms and Conditions of Sale for such products, Intel assumes no liability whatsoever, and Intel disclaims any express or implied warranty, relating to sale and/or use of Intel products including liability or warranties relating to fitness for a particular purpose, merchantability, or infringement of any patent, copyright or other intellectual property right. Intel products are not intended for use in medical, life saving, or life sustaining applications. Intel may make changes to specifications and product descriptions at any time, without notice. The Intel® Server controller SRCU42E may contain design defects or errors known as errata which may cause the product to deviate from published specifications. Current characterized errata are available on request.

Products Affected

Product Code	MM#
SRCU42E	861692

Description

Intel has identified an issue with a memory DIMM installed on and shipped with a production build of the SRCU42E RAID controller. Controllers with the affected part will display the message "Memory / Battery Errors were detected, the adapter has recovered but cached data was lost" either during POST or during Operating System installation. Intel has determined that controllers built with Virtium DIMMs with part number VM381L1624-B3SF are affected.

Root Cause

Intel has determined that some controllers in one factory build were built using the defective memory part. Intel is in the process of identifying root cause of the memory module failure. Because Intel qualifies memory parts from different vendors, not all controllers in the build contain the affected DIMM part. Only controllers that include the Virtium VM38L1624-B3SF part are affected, a method to identify affected controllers is described below.

Corrective Action / Resolution

Customers should return affected controllers through the normal warranty process. A limited supply of replacement controllers is currently available and an additional supply of controllers will be available in the warranty depots on or before August 18th, 2006. For Warranty requests for this issue, please indicate that you are calling regarding TA-0819-00, and have the serial number for each affected RAID controller available when you call. Affected controllers can be identified by checking the memory module part number as depicted below:
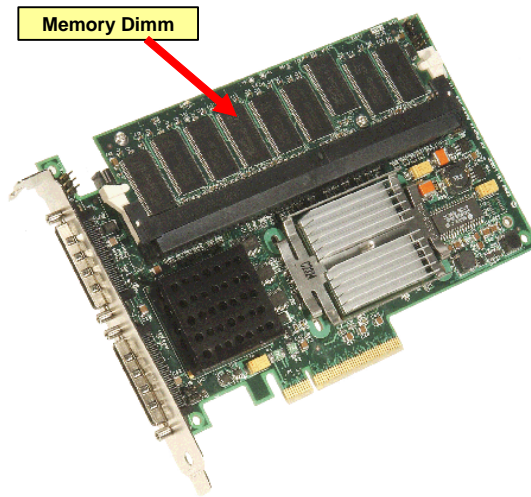
intel® **Technical Advisory**

TA-0819-00

5200 NE Elam Young Parkway
Hillsboro, OR 97124

July 18, 2006

1. The graphic below identifies the location of the memory model on the SRCU42E RAID controller:

2. The affected Virtium Part Number is VM381L1624-B3SF, the graphic below illustrates how to identify the affected memory module.

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

Enterprise Platforms & Services Division
Intel Corporation