



Technical Advisory

TA-820-2

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Intel® Storage System SSR212CC Linux* based Enclosure Management software may leave system in an unmonitored state.

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Products Affected

Product	Product Codes
Intel® Storage System	SSR212CC SSR212CCNA

Description

Intel recently discovered an issue with Linux* based Enclosure Management Software on some Intel® Storage System SSR212CC units, resulting in the software exiting unexpectedly after an indefinite amount of time without any messages in the system log or alert log. This leaves the Intel® Storage System SSR212CC in an unmonitored state where temperature monitoring, disk monitoring, and power supply monitoring all cease to function. As a result, power supply failures, disk failures and temperature changes go unreported.

Work Around

Install the latest version of the Linux* based Enclosure Management Software, 1.0.0-33 or later.

Root Cause

The issue has been root caused to an error in the software code.

Corrective Action / Resolution

Intel has fixed the issue in a revised version (1.0.0-33) of the Linux* based Enclosure Management Software, available from our support site at <http://www.intel.com/support/motherboards/server/ssr212cc/index.htm>

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

Storage Group
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