



Technical Advisory

TA-866-1

5200 NE Elam Young Parkway
Hillsboro, OR 97124

May 4, 2007

Intel® Storage System SSR212CC may experience Rotational Vibration related issues, under certain conditions.

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Products Affected

Product	Product Codes
Intel® Storage System	SSR212CC SSR212CCNA

Description

Intel recently discovered an issue with the system fans introducing excessive chassis vibration while running full speed with higher capacity drives installed, resulting in hard disk drive performance degradation, and potentially data loss.

Note that the fans will only be operated at full speed when any of the following occur:

- 1) The Enclosure Management Software is not installed and running on the system.
- 2) A Single (or multiple) fan failure.
- 3) The system is operated in a 32° C (or greater) ambient temperature.

Work Around

Install the latest version of Enclosure Management Software available from our support site at

<http://www.intel.com/support/motherboards/server/ssr212cc/index.htm>

Operate the system in a 30° C (or less) ambient temperature environment.

Replace the failed system fan immediately upon failure.

Root Cause

The issue has been root caused to excessive chassis vibration generated from the system fans, while running full speed with some higher capacity SATA hard disk drives.

Corrective Action / Resolution

Intel strongly suggests that the Intel® Storage System SSR212CC is operated in a in a 30° C (or less) ambient temperature environment when higher capacity hard disk drives are used, and that the Enclosure Management Software must be installed and running on the system, available from our support site at

<http://www.intel.com/support/motherboards/server/ssr212cc/index.htm>

A revised Tested Hardware and Operating System List (THOL) has been published, indicating that higher capacity SATA disk drives should be operated in a 30° C (or less) ambient temperature environment, available from our support site at <http://www.intel.com/support/motherboards/server/ssr212cc/index.htm>



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

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