

intel® Technical Advisory

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SRCU21 / SRCU31 Microsoft* Windows 2000 Memory Management Instability

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Products Affected

Product Code	Description
BOXSRCU21	Intel® Server RAID Controller U2-1 (SRCU21)
BOXSRCU31	Intel® Server RAID Controller U3-1 (SRCU31)

Description

Systems utilizing an SRCU21 or an SRCU31 may encounter unstable Windows* 2000 operation with the Windows* 2000 OSM runtime driver version 3.28 or earlier for the SRCU21 or when using version 4.23 or earlier for the SRCU31. This instability affects systems with 64MB of memory installed on the controller and/or 512MB or greater memory installed on the system board, and will manifest as an inability to log in to the system or as an inability to launch an application. Blue screen and other types of system hang may also result from this instability.

This issue becomes more pronounced after Service Pack 1 (SP1) is applied to Windows 2000.

All systems configured as above are subject to this instability.

Root Cause

This instability is caused when the Windows* 2000 memory manager does not have enough memory page table entries (PTE) allocated for the system to function properly.

Corrective Action / Resolution

This issue is resolved using version 3.28a of the Windows* 2000 OSM driver for the SRCU21 or version 4.23a of the Windows* 2000 OSM driver for the SRCU31.

An update file containing the driver is available at <http://support.intel.com/support/motherboards/server/>, please refer to the following table for the correct file definition.

Product Code	Description	File Name
BOXSRCU21	Intel® Server RAID Controller U2-1 (SRCU21)	328a_win2k_osm.exe
BOXSRCU31	Intel® Server RAID Controller U3-1 (SRCU31)	423a_win2k_osm.exe

This update can be applied to either the SRCU21 or the SRCU31 installation by extracting the downloaded file to a directory on the target system, then running the setup executable from that directory. Following application of the driver, the target system must be rebooted.

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

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