



Product Change Notification

106558 - 00

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Should you have any issues with the timeline or content of this change, please contact the Intel Representative(s) for your geographic location listed below. No response from customers will be deemed as acceptance of the change and the change will be implemented pursuant to the key milestones set forth in this attached PCN.

Americas Contact: asmo.pcn@intel.com

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Product Change Notification

Change Notification #: 106558 - 00
Change Title: SR2400, PCN 106558-00, Product Material, Emergency ECO; Adding Resistors to the SCSI Backplane at Locations R7N8 and R7N9
Date of Publication: July 18, 2006

Key Characteristics of the Change:

Product Material

Forecasted Key Milestones:

Date of First Availability of Post-Conversion Material:	Jul 14, 2006
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The date of "First Availability of Post-Conversion Material" is the projected date that a customer may expect to receive the Post-Conversion Materials. This date is determined by the projected depletion of inventory at the time of the PCN publication. The depletion of inventory may be impacted by fluctuating supply and demand, therefore, although customers should be prepared to receive the Post-Converted Materials on this date, Intel will continue to ship and customers may continue to receive the pre-converted materials until the inventory has been depleted.

Description of Change to the Customer:

Intel has identified a factory excursion with the SCSI backplane used in the Intel Server Chassis SR2400. During the last ECO to the SCSI backplane, two resistors at locations R7N8 and R7N9 were inadvertently removed from the SCSI backplane board - part number C53575-405. The missing resistors may result in the failure of the hard drive fault LED to illuminating when the system is in a RAID configuration and a hard drive failure occurs. This issue may also result in a failure of the backplane Hot Swap Controller firmware update process.

This issue will NOT cause data-corruption or data-loss. All SCSI backplanes with the part number ending in -404 revision or earlier revision, are NOT affected by this issue.

Customer Impact of Change and Recommended Action:

Your system will not be impacted if:

You are running in a non-RAID configuration

Your system may be impacted if:

You are running in a RAID configuration. The issue can be mitigated if you are running Server Management software configured to report hard drive failures through the operating system.

Customers experiencing either of these issues may request replacement from Intel. For replacement SCSI backplane boards, contact Intel using

your normal warranty process. Please indicate that you are calling regarding TA# 0817-00, and have the following information when you call; the part number requested C53575-406, and the serial number(s) for the system(s) needing the replacement part.

Products Affected / Intel Ordering Codes:

System Products Table

Affected Product Code	Pre-Change MM#	Post-Change MM#	Pre-Change TA	Post-Change TA	Pre-Change Subassembly	Post-Change Subassembly
A2400SCSIKIT	871674	871674	C55969-005	C55969-006	C53575-405	C53575-406
SJR2USKU07	881173	881173	D53568-001	D53568-002	C53575-405	C53575-406
SR2400SYS	881176	881176	D53564-001	D53564-002	C53575-405	C53575-406
SR2400SYSD2	880071	880071	D53565-001	D53565-002	C53575-405	C53575-406
SR2400SYSD2NA	878200	878200	D53565-001	D53565-002	C53575-405	C53575-406
SR2400SYSNA	881183	881183	D53564-001	D53564-002	C53575-405	C53575-406

Reference Documents / Attachments:

Document:

Location #:

PCN Revision History:

Date of Revision:

Revision Number:

Reason:

July 18, 2006

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Originally Published PCN