



# Product Change Notification

## 104492 - 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 geography 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](mailto:asmo.pcn@intel.com)

**Asia Pacific Contact:** [apacgccb@intel.com](mailto:apacgccb@intel.com)

**Europe Email:** [eccb@intel.com](mailto:eccb@intel.com)

**Japan Email:** [jccb.ijkk@intel.com](mailto:jccb.ijkk@intel.com)

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# Product Change Notification

**Change Notification #:** 104492 - 00  
**Change Title:** SS7HDPD4TE, PCN 104492-00, FYI,  
Hardware fix to eliminate potential failure to  
startup after board is quickly power cycled  
**Date of Publication:** November 04, 2004

## Type of Change Notification:

FYI - (For Your Information)

## Key Characteristics of the Change:

Product Design

## Forecasted Key Milestones:

<b>Date Customer Must be Ready to Receive Post-Conversion Material:</b>	Nov 12, 2004
<b>Date of First Availability of Post-Conversion Material:</b>	Nov 12, 2004

*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:

If the SS7HDPD4TE board is quickly power cycled (this means going through a quick power on/off/on cycle) after running for long periods of time, the board could possibly fail to reload and to operate properly.

This has been observed in the field in very rare occasions, but the phenomenon can be reproduced on a small minority of boards in our lab environment.

Affected boards are not damaged in any way. They will restart properly, and continue to operate normally, if they are restarted from a power off condition.

Once correctly started, and in the absence of a "quick power cycle" condition, the board will function normally.

The solution that will eliminate this potential issue requires a hardware change. It consists of adding two resistors (pull up and pull down) to the board. This hardware change can only be executed by Intel. Following repair, Intel will retest the board fully before returning it to you.

## Customer Impact of Change and Recommended Action:

Intel has compiled a list of boards and serial numbers that may be affected by the “SS7HDP Quick Power Cycle” issue. These products were shipped until October 10, 2004. The serial numbers affected are ME000119 to ME000276.

We recommend that these boards be returned to Intel for implementation of the modification that eliminates the condition. You may return the boards right away, or if the board is deployed and currently functioning properly, you may elect to wait to see if the board exhibits the described symptoms. All returned boards will be either repaired or replaced free of charge via Intel’s Direct Return Authorization (DRA) process. There is no time limit to this offer.

To return a board for a repair:

US Customers: Please fill out the online DRA form, mentioning “SS7HDP Quick Power Cycle” in the problem description field, at:

<http://www.intel.com/support/motherboards/draform.htm>

Non-US Customers: Please contact your RMA Call Center to arrange for return and repair.

To avoid shipping expenses, please request the “Intel FedEx account number” when completing the DRA (*include this in the problem description section*), or when speaking to a representative in the RMA Call Center.

Customers should modify their databases in order to place orders against the new order codes. Note a new MM number has been assigned. See details below.

## Products Affected / Intel Ordering Codes:

### Board Products Table

Affected Product Code	Pre – Change MM#	Post Change MM #	Pre change TA #	Post change TA #	Pre change CA #	Post change CA #
SS7HDPD4TE	857707	868212	C56469-001	C56469-003	C56470-001	C56470-002

## Reference Documents / Attachments:

Document:

Location #:

DRA form

<http://www.intel.com/support/motherboards/draform.htm>

## PCN Revision History:

Date of Revision:

Revision Number:

Reason:

November 4, 2004

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Originally Published PCN