intel® Technical Advisory

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Intel® Server Chassis SC5200 hot-swap backplane hard drive activity LEDs may not operate correctly with Intel® Server Board SE7500CW2

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Products Affected

Product Code	Description	Product Code	Description
SE7500CW2	Boxed SE7500CW2 Board	AXX2HSDRVUG	Hotswap Drive Upgrade
SE7500CW2SCSI	Boxed SE7500CW2 board with SCSI card	KHD3BASE450	SC5200 Base chassis
BCWBB	Bulk SE7500CW2 board pack		

Description
The hard disk drive activity LEDs for the Server Chassis SC5200 hot-swap backplane may not operate correctly when configured in the Server Board SE7500CW2. In some instances, SAF-TE events may not be logged or reported. This anomaly does not affect data transfer or integrity.

Root Cause
During ongoing testing of the interoperability of the backplane and the Server Board SE7500CW2, it was discovered that the firmware version 0.08 does not time out when no response is received from a baseboard management controller (BMC) on the main server board. The Server Board SE7500CW2 does not have a BMC; therefore, this issue keeps the Hot-Swap Controller (HSC) and SAF-TE logic from initializing. As a result, no SAF-TE information is available and the lights on the front of the hot-swap drive cage may not operate properly.

Corrective Action / Resolution
A new version of the firmware update utility and HSC firmware (version 0.09) have been made available on the Server Board SE7500CW2 support Web site at http://support.intel.com/support/motherboards/server/se7500cw2. Additionally, an I2C cable has been created that will work with the SE7500CW2 server board and the hot-swap backplane accessory. Contact Intel Customer Support to request the cable. Specific instructions for performing the update are provided with the software package on the support Web site.

Intel is currently working on rolling this firmware into the factory so that all new backplane accessory kits that are produced will include this fix. The backplane accessory will also include the I2C cable needed to perform this update. Please check this TA in the future for updates on when these fixes will be implemented.

Workarounds
Intel strongly recommends performing this update before using the Server Board SE7500CW2 and the Server Chassis SC5200 hot-swap backplane together.

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

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