This Technical Advisory describes an issue which may or may not affect the customer's product

intel® Technical Advisory

TA-620-1

5200 NE Elam Young Parkway
Hillsboro, OR 97124

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SRCS14L with Firmware 2.36.01-R042, XROM Version of StorCon May Hang if There is a RAID Configuration Fragment on a Hard Drive Attached to the Controller.

Products Affected

Product Name	Order Code	Description
SRCS14L	SRCS14L	Intel® RAID Controller SRCS14L

Description

A hard drive that has been previously configured as part of an array may still contain the array configuration information which will be seen by the RAID controller as a fragment. When a drive with a fragment is attached to an SRCS14L that is programmed with firmware version 2.36.01-R042 or older, the system may hang when entering the XROM (<CNTL>+<G>, firmware based) version of StorCon.

Root Cause

This issue is caused by the failure of the RAID controller's firmware to correctly handle a cache command resulting in a fault in the RAID controllers I/O Processor which locks the system.

Corrective Action / Resolution

Intel has identified a correction for this problem and will include that correction in a future firmware release for SRCS14L RAID controller product.

Workarounds

Use the DOS, Windows, Linux, or other operating system version of StorCon to remove the drive fragment. The Storcon utility is included on the Resource CD that accompanies the product or may be downloaded at http://support.intel.com/support/motherboards/server/srcs14L/. To remove the drive fragment start the OS version of StorCon and at the Advanced Options>Configure Physical Devices menu. Using the arrow keys select the drive containing the fragment and press enter, then choose 'Deinitialize disk'. The drive can then be configured as a member of an array using an OS or XROM version of StorCon.

Enterprise Platforms & Services Division
Intel Corporation