

# intel® Technical Advisory

TA-0350-1

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## **SRCU21 / SRCU31 / SRCU31L Installation Failure with Service Pack 1 Integrated build of Microsoft Windows\* 2000**

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### **Products Affected**

<b>Product Code</b>	<b>Description</b>
BOXSRCU21	Intel® Server RAID Controller U2-1 (SRCU21)
BOXSRCU31	Intel® Server RAID Controller U3-1 (SRCU31)
BOXSRCU31L	Intel® Server RAID Controller U3-1L Low Profile (SRCU31L)

### **Description**

When installing the Service Pack 1 Integrated build of Microsoft Windows\* 2000 onto a RAID Volume a message appears indicating that it could not find any available Hard Drives.

### **Root Cause**

The Service Pack 1 Integrated build of Microsoft Windows\* 2000 is treating the RAID mini port driver as a Plug and Play (PnP) device versus a legacy device. It is therefore not finding the mini port driver to start the install.

### **Corrective Action / Resolution**

A new version of the mini port driver will be released upon Intel completing testing (estimated release is the week of February, 26 – March 2, 2001). The new version of the mini port driver will be posted to support web sites as soon as it is available.

### **Workarounds**

Use the standard build of Microsoft Windows\* 2000 and apply Service Pack 1 after the operating system is installed.

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

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