

intel® Technical Advisory

TA-651-1

5200 NE Elam Young Parkway
Hillsboro, OR 97124

April 11, 2003

Intel® Server Board SHG2 BIOS Flash Component Programmed Incorrectly

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Products Affected

Product Code	PBA number
SHG2	A77226-507
BHG2BB	A77226-507

Description

The Intel® Server Board SHG2 BIOS cannot be updated using the Intel iFLASH BIOS update utility on certain SHG2 Server Boards. When the BIOS is being updated on affected SHG2 boards, the iFLASH update utility displays an S11 error message and stops running. To date, the only SHG2 boards affected by this issue have a PBA number of A77226-507 and serial numbers built during workweek 08.

Root Cause

This issue was determined to be a factory process excursion. Affected SHG2 boards' BIOS Flash component device configuration tables were incorrectly programmed, causing some sectors to be write protected. Programming of the BIOS Flash device takes place at the factory on a PROM programmer. Indications are the wrong setups were used to program the BIOS Flash device.

Corrective Action / Resolution

Intel has screened all inventory of SHG2 boards for this issue. This issue should not affect SHG2 boards received from Intel on or after April 10, 2003. Software screens have been incorporated into Intel's standard factory test process to prevent this issue from occurring in the future.

A visual screen for SHG2 boards that have the potential for this failure may be conducted by serial number. Intel embeds a code in all serial numbers to determine product build dates. For example, a serial number of CAHG30081234 has the workweek of 08 (underlined) embedded in the serial number. To date, Intel has only seen SHG2 boards with PBA number A77226-507 and serial number workweek 08 affected by this issue, however, not all serial number workweek 08 boards are affected.

Intel has developed a SHG2 Server Board BIOS Flash Repair Utility, which can be used to correctly reprogram write protected SHG2 BIOS Flash devices. This utility is capable of checking whether the BIOS Flash device on SHG2 boards is programmed correctly or not, and will reprogram the part if necessary. Reprogramming the BIOS Flash device with this utility does not in any way adversely affect the board. This utility is available for download from Intel's website at <http://support.intel.com/support/motherboards/server/shg2>. Intel recommends that customers who encounter this issue utilize the SHG2 Server Board BIOS Flash Repair Utility to correctly reprogram the BIOS Flash device on affected SHG2 boards.

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

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Enterprise Platforms & Services Division
Intel Corporation