intel® Technical Advisory

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5200 NE Elam Young Parkway
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Seagate* Cheetah* 36XL family of drives will require a Seagate firmware and/or hardware upgrade for use with Intel® Servers.

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Products Affected

Intel® Product	Seagate* Cheetah* Drives
SPKA4/SRKA4 Platforms	ST336705LC, ST39205LC and ST318405LC
SC5000 Chassis	ST336705LC, ST39205LC and ST318405LC
SR2XXX Chassis	ST336705LC, ST39205LC and ST318405LC

Description
Intel has found that the Seagate* Cheetah* 36XL 80 pin SCA Connector family of drives listed above are incompatible with the above listed Intel server platforms and chassis with the current Seagate drive firmware. Symptoms include drive(s) failing to spin up, and the system rebooting at the time the drive is issued a spin command.

Root Cause
Intel has verified that the issue is not an Intel chassis SCSI Back Plane issue, or an issue with Intel's Hot Swap Controller firmware. Investigations indicate there is a large negative current demand placed on the 12 volt supply by these drives. The root cause of the problem has been identified. Seagate drive engineers are investigating the root cause in other new products to see if the same problem exists in them.

Corrective Action
Seagate is aware of the problem and has replacement drives available for customers. The replacement process is outlined in a Seagate Tech Tip posted on the Seagate website. Please contact your Seagate Technical Support Center for more information. Seagate technical support phone numbers for each country are listed at http://seagate.com/contact/support/.

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