

intel® Technical Advisory

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SC5000 Server Chassis Second Hot Swap Drive Carrier Upgrade Kit Missing Cover Plate

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Products Affected

AHD2HSDRVUGU MM# 830998 Accessory Kit SC5000 Chassis Second Hot Swap Drive Bay

Description

AHD2HSDRVUGU second hot swap drive bay upgrade kit is missing a cover plate. This cover plate is mounted on the rear of the chassis adjacent to the fan using two screws. Purpose of the plate (approximately 3" x 4") is to cover the holes in the rear of the chassis and thereby provide better airflow through the rear chassis mounted fan.

Reference: Figure 2, page 8 of the user's installation guide titled "Intel SC5000 Server Chassis Second Hot Swap Upgrade Kit", document number A24408-002, for a drawing showing the installation location near the rear fan on the SC5000 chassis.

Root Cause

The cover plate was not included in the upgrade kit on product shipped from May 1, 2001 through July 30th, 2001.

Corrective Action

Intel is providing replacement cover plates for those customers who require this cover plate. Product shipped after July 30th, 2001 will have the cover plate included in the upgrade kit.

Intel will provide replacement cover plates for AHD2HSDRVUGU upgrade kits for those customers who need to install this cover plate in the SC5000. Intel will make replacement cover plates available through the warranty replacement centers for direct replacement.

Resolution

Customers should inspect the AHD2HSDRVUGU upgrade kit to insure that the cover plate is not missing. A folded cardboard insert holds the cover plate. If the cover plate is missing, replacement cover plates should be ordered from the warranty replacement center.

Customers should order part number **3224713** if they need to replace the missing AHD2HSDRVUGU cover plate.

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

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