intel® Technical Advisory

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5200 NE Elam Young Parkway
Hillsboro, OR 97124

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Intel Server Platform SPSH4 and SRSH4- Updating System Software To Recognize Intel® Xeon™ processors MP at 2.80 and 3.0 GHz

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Products Affected
Intel Server Platform SPSH4 and SRSH4 Systems utilizing the A75318-704 and greater SSH4 Baseboards.

Description
In order to use Intel® Xeon™ processors MP at 2.80GHz and **greater** on the server platform SPSH4 and SRSH4 systems with the A75318-704 and **greater** baseboards the system software must be updated to BIOS P012, BMC 27, HSC 10, and FRUSDR 5.6.9 which is available Intel's support site at www.intel.com/support. The software stack must be flashed in the order outlined below to avoid seeing and "Out of Voltage" of "Unsupported "Processor Message".

Root Cause
Server Platform SPSH4 and SRSH4 systems with the A75318-704 baseboards were programmed at the system factory with BIOS P06, BMC 24, and FRUSDR 5.0.6 which was current at the time the systems were shipped and was prior to the introduction of the Intel® Xeon™ processors MP at 2.8GHz and 3.0 GHz . BIOS P06 does not contain the Microcode update for the aforementioned processors.

Corrective Action / Resolution

From the system update utility posted on the support flash the software in this order.

Start the system with the System resource CDROM and exit to DOS. Using the SUP disk created from the utility flash

1. FRUSDR 5.6.9 - The SDR portion reads and records the sensors on the system including the CPU BOARD.

2. BMC 27. Establishes contact with the processors during when the power button is pressed. Reboot following the BMC update.

3. HSC 10. HSC only needs to be flashed if the code actually has changed. HSC has been fairly constant on The SSH4 platform

4. BIOS P12 – BIOS contains the Microcode update for all Intel® Xeon™ processors MP up to 3.0 GHz. BMC will look to the BIOS for the microcode as soon as the power button is pressed to start the system When the BIOS completes the system will automatically reboot.

When the system reboots, Press F2 and enter Bios Setup, arrow to the processors and RETEST processors.

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The FRUSDR must be re flashed each time the processor speed or family is changed; this step identifies the processors to the BIOS and BMC. These instructions superseded other instructions written or displayed on the support site.

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

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