Technical Advisory – TA-341526-003

Intel® Optane™ SSD DC P4800X Firmware Version E201043A Has Not Been Certified by VMware

October 24, 2019

Description

Intel has received customer reports that some Intel® Optane™ SSD DC P4800X devices do not work in the VMware environment after firmware has been updated to FW version E201043A using Intel® SSD Data Center Tool.

Table 1: Affected Intel Products

Product Code	Intel® Optane™ SSD
SSDPED1K375GA10	P4800X375G
SSDPED1K375GA01	P4800X375G
SSDPE21K375GA10	P4800X375G
SSDPE21K375GA01	P4800X375G
SSDPE21K750GA10	P4800X750G
SSDPE21K750GA01	P4800X750G
SSDPED1K750GA10	P4800X750G
SSDPED1K750GA01	P4800X750G
SSDPED1K015TA10	P4800X1.5T
SSDPED1K015TA01	P4800X1.5T
SSDPE21K015TA10	P4800X1.5T
SSDPE21K015TA01	P4800X1.5T

Problem Statement

Intel customers have reported that some Intel® Optane™ SSD DC P4800X devices do not work in the VMware environment after firmware has been updated to FW version E201043A, using Intel® SSD Data Center Tool 3.0.19.

Root Cause

1. Intel identified an issue that occurred during the manufacturing process for one particular batch of SSDs and developed a workaround for that issue as root cause analysis was in progress. This workaround consisted of a "Serial Number Check" to determine if the specific SSD's serial number was part of the affected batch, then updating affected SSDs to firmware E201043A using Intel® SSD Data Center Tool 3.0.19.
2. Upon conclusion of root cause analysis, the issue was determined to be "no issue / no impact", thereby making the "Serial Number Check" workaround associated with firmware E201043A unnecessary.
3. Additionally, firmware E201043A has not passed VMware certification; this is the cause of the customer-reported VMware compatibility issue.

Intel Recommendations

1. Instead of updating Intel® Optane™ SSD DC P4800X to Firmware E201043A, Intel recommends updating to FW E2010435. If you require assistance in performing the FW update, please contact local Intel support. Please note that all P4800X SSDs running firmware E2010435 are safe to use.

2. The next revision of Intel® SSD Data Center Tool 3.0.22 will update to E2010435, instead of E201043A.

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