

SERVER PRODUCTS TECHNICAL ISSUE REPORT FORM



This report form is designed to provide information on what to prepare before contacting Intel Technical Support for Intel Server Products. The information required will depend on the server issue that will help our Technical support engineers to provide faster and relevant recommendations. Customer needs to fill out the fields, save it locally and send it to Intel.

NOTE: Before attempting to diagnose server issues or make any changes to the RAID configuration, it is important to have a complete and verified backup of critical data available. Verified data has been read from a backup and compared against the original data.

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To download firmware and drivers, go to <https://downloadcenter.intel.com>.



For updated technical support information, go to <http://www.intel.com/support>.

For system boot issues:



We recommend you to visit Troubleshooting Intel® Server System Boot Issues for Intel® Server Products
<http://www.intel.com/content/www/us/en/support/server-products/000005998.html>

- 1 Intel® Server Board model:
PBA # (Consists of 6-3 digits located on the board's white bar code sticker):
- 2 Intel® Processor model:
Number of Intel Processor in use:
- 3 Memory Manufacturer and model:
Number of sticks in use:
- 4 Intel® Server Chassis model
For 3rd party chassis, please indicate the brand and model of the PSU.
- 5 Is it newly assembled? Yes No
Did it work before? Yes No
- 6 Description of the problem:
- 7 Brief description of troubleshooting completed:
- 8 Are there any beep codes?
Quick, quiet beeps are USB initializing, loud, slow beeps indicate an issue.
Please refer to the Technical Product Specification appendix for beep codes.

For noisy fan issues:

- 1 Follow the steps here to resolve noisy fans.
<http://www.intel.com/content/www/us/en/support/server-products/000005890.html>
- 2 If none of the above solve the issue, please prepare System Event Log (SEL) and other required information below for further checking.
- 3 Intel® Server Board model:
Firmware version:
- 4 Intel® Server Chassis model:
Is it newly assembled? Yes No

For freezing or restarting issues:

- 1 Intel® Server Board / System model:
Firmware version:
- 2 Intel® Processor model:
Number of Intel® Processors in use:
- 3 Memory Manufacturer and model:
Number of sticks in use:
- 4 Is it newly assembled? Yes No
Did it work before? Yes No
- 5 Is it connected to UPS?
- 6 Operating system in use:
- 7 Brief description of your problem:
- 8 Brief description of troubleshooting completed:
- 9 Prepare System Event Log (SEL)



System Event Log Utility:
<https://downloadcenter.intel.com/search?keyword=System+event+log>



Intel System Event Log (SEL) viewer utility user guide:
<http://www.intel.com/content/www/us/en/support/boards-and-kits/000006960.html>



We also recommend to visit System Event Log Troubleshooting Guides:
<http://www.intel.com/content/www/us/en/support/server-products/000006888.html>

For Intel® RAID controller issues:

- 1 Server board model:
Firmware version:
- 2 Brief description of your problem:
- 3 Brief description of troubleshooting completed:
- 4 Prepare RAID event log
 1. Either boot to UEFI, or open a command line as Administrator (Windows*) or root (Linux*).
 2. Run `storcli /call show all>raidlog.txt`

For complete information how to retrieve RAID Log, please refer to this link.
How to Extract the Full RAID Log for Intel® RAID Controllers
<http://www.intel.com/content/www/us/en/support/server-products/raid-products/000007072.html>

For controllers in non-RAID mode (IT, target, JBOD, or raw), use Windows Event Viewer (Windows) or `var/log/` messages (Linux). Older discontinued controllers may only be compatible with CmdTool2. For those controllers, run `CmdTool2 -AdpAliLog -aAll -NoLog >saslog.txt`.

We also recommend to visit Intel® support sites for more troubleshooting guides.



Basic Troubleshooting Guide for Intel® RAID Controller–Related Issues

<http://www.intel.com/content/www/us/en/support/boards-and-kits/000007430.html>



Intel® RAID Controllers Best Practices White Paper for Intel® Server Boards and Systems

<http://www.intel.com/content/www/us/en/support/server-products/000007111.html>



Troubleshooting RAID Issues for Intel® Server Boards and Systems

<http://www.intel.com/content/www/us/en/support/server-products/000006801.html>

For Intel Rapid Storage Technology Enterprise (RSTe) RAID issues:

- 1 Intel® Server Board model:
Firmware version:
- 2 Operating system in use:
RAID level configured:
- 3 Hard Disk Drive Manufacturer and model number in use:
Number of Hard Disk Drives in use:
- 4 Brief description of your problem or questions:
- 5 Brief description of troubleshooting completed:

Intel® Embedded Server RAID Technology II RAID issues:

- 1 Intel® Server board model:
Firmware version:
- 2 Operating system in use:
Intel® RAID Web Console 2 version:
RAID level configured:
- 3 Brief description of your problem or question:
- 4 Brief description of troubleshooting completed:
- 5 For Intel® Embedded Server RAID Technology II (ESRT2), prepare RAID event log:
 1. Login to your RAID web console
 2. Select Logical
 3. Right click the RAID controller
 4. And save TTY logs

Comparison of Intel® Embedded Server RAID Technology II and
Intel® Rapid Storage Technology Enterprise (RSTe) RAID



<http://www.intel.com/content/www/us/en/support/boards-and-kits/000006578.html>

NOTE: Complete this form before contacting Intel Customer Support. This will help our Technical Support Engineers to provide faster and relevant recommendations.

For other RAID setup issues:

- 1 Server Board model:
Firmware version:
- 2 Operating system in use:
Still booting to OS? Yes No
- 3 Software Operating System RAID? Yes No
RAID level configured:
- 4 Brief description of the problem:
- 5 Brief description of troubleshooting completed:

NOTE: For optimal performance, install identical drives of the same model and capacity. The drives' matched performance allows the array to function at the highest performance level.



[Prepare Intel® System Support Utility Log](#)



[Frequently Asked Questions for Intel® System Support Utility](#)

For other Intel® Server Product issues:

- 1 Server Board / System model:
Firmware version:
- 2 Intel® Processor model:
Number of Intel® Processors in use:
- 3 Memory Manufacturer and model:
Number of sticks in use:
- 4 Is it newly assembled? Yes No
Did it work before? Yes No
- 5 Is it connected to UPS?
- 6 Operating system in use:
- 7 Brief description of your problem:

- 8 Brief description of troubleshooting completed:

- 9 Prepare System Event LOG (SEL).



[System Event Log Utility Download](#)



[Intel System Event Log \(SEL\) Viewer Utility User Guide](#)



[System Event Log Troubleshooting Guides for Intel® Server Boards](#)