

intel® Technical Advisory

TA-0298-3

5200 NE Elam Young Parkway
Hillsboro, OR 97124

August 28, 2000

SC5000 Chassis Rack Kit Front Rail Mounting Bracket

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Products Affected

AHDRACK

Description

Several SC5000 customers have reported inability to mount the SC5000 chassis using the SC5000 chassis rack mount kit product code AHDRACK. The bracket supplied with the rack kit does not fit in all customers' 19" rack cabinets. The present rack kit design complies with the EIA Standard for Cabinets, Racks, Panels, and Associated Equipment (EIA-310-D); however, it provides only one mounting solution of several possible solutions. The SC5000 rack kit brackets are designed for mounting to a rail (flange) internal to the 19" rack cabinet instead of to a rail at the front of the rack cabinet. Not all of the customers' 19" rack cabinets contain an internal mounting rail (flange). Some 19" rack cabinets require chassis slide mounting brackets which mount to the front of the cabinet.

Root Cause

The SC5000 rack kit selected the internal rack mounting rail for attaching the chassis slides because it provided a robust mounting solution. Not all 19" racks have internal mounting rails for which the AHDRACK kit was designed.

Corrective Action

Intel is currently investigating a different chassis slide mounting bracket solution and has identified a front rail mounting bracket for the AHDRACK. A new front rail mounting bracket will replace the current internal rail mounting bracket. An ECO to change the bracket in the AHDRACK kit will be implemented and in production within two weeks or by August 7, 2000. Product shipped after August 7, 2000 will have the new front rail mounting bracket.

Intel will provide replacement brackets for customers with AHDRACK kits who are unable to mount the SC5000 using the internal rail rack mounting brackets. Intel will make replacement brackets available through the warranty replacement centers for direct replacement.

Resolution

Customers should test the AHDRACK kit to insure that the SC5000 chassis can be mounted using the current kit. If the kit cannot be installed properly, replacement brackets for mounting the chassis slides to the front rail should be ordered from the warranty replacement center.

Customers should order part number **4000-0176-XE** if they need to replace the original AHDRACK chassis slide internal rack mount brackets. To order this part number, contact Intel using your normal warranty process. Please indicate that you are calling regarding TA # 298-3, and have the following information when you call: the part number requested, and the serial number (s) for the system (s) needing the replacement part.

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