intel® Technical Advisory

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SC5000 Chassis Rack Kit Mounting Issue

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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 (AHDRACK). The bracket supplied with the rack kit does not fit in all customers' 19" racks. The present rack kit design complies with the EIA Standard for Cabinets, Racks, Panels, and Associated Equipment (EIA-310-D); however, it provides one mounting solution of several possible solutions. The SC5000 rack kit brackets are designed to be mounted to a flange internal to the rack, instead of to a flange at the front of the rack. Not all of the customers' racks contain the internal mounting flange. Some racks require mounting brackets which mount to the front of the rack. Since several customers are shipping into installations with front-mount brackets, the AHDRACK is currently on Intel build and ship hold due to this issue.

Root Cause
The SC5000 rack kit was selected because it was an available existing solution.

Corrective Action / Resolution
Intel is currently investigating an alternate bracket solution for the AHDRACK kit.

Intel plans to provide replacement brackets for customers experiencing this problem. Intel will make replacement brackets available through the warranty replacement centers for direct replacement when inventory of the alternate bracket is available. An ECO will be implemented to the AHDRACK to incorporate the new bracket.

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 should be ordered from the warranty replacement center once this TA is updated with the new part number.

This TA will be updated when more information is available.

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

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