



Server Products

Technical Issue Report Form



This report form is designed to provide information on what to prepare before contacting Intel Customer Support Technical Assistance 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.



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 is available. Verified data has been read from a backup and compared against the original data.

For freezing or restarting issues:

- 1 Intel® Server board / System model:
Firmware version:
- 2 Intel® Processor model:
Number of Intel® Processor in use:
- 3 Memory Manufacturer and model:
Number of sticks in use:
- 4 Is it newly assembled?
- 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/SearchResult.aspx?lang=eng&keyword=%22System+event+log%22>



Intel System Event Log (SEL) viewer utility user guide:

<http://www.intel.com/support/motherboards/server/sb/CS-033322.htm>



We also recommend to visit System Event Log troubleshooting guide:

<http://www.intel.com/support/motherboards/server/sb/CS-033710.htm>

For Intel® RAID controller issues:

- 1 Intel® Server board model:
Firmware version:
- 2 Intel® Raid Controller model:
Firmware version:
- 3 Operating system in use:
Intel® RAID Web Console 2 version:
- 4 Raid level configured:
- 5 Intel® RAID expander model (if applicable):
Firmware version:
- 6 Hard Disk Drive Manufacturer and model number in use:
Number of Hard Disk Drives in use:
- 7 Are there any beep codes?

For beep code definitions, you may refer to "What are the controller audible alarm definitions?"
<http://www.intel.com/support/motherboards/server/rs2bl080/sb/CS-030625.htm>

- 8 Brief description of your problem:
- 9 Brief description of troubleshooting completed:
- 10 Prepare RAID event log:

1. Under Operating System (OS) or Disk Operating System (DOS), use the Intel® RAID Command Line Tool 2 Utility to retrieve the RAID Controller Non-volatile random-access memory (NVRAM) Log.
2. Follow the utility release notes instruction to get the RAID log files.

For example: CmdTool2 - AdpAllLog -aALL > saslog.txt

For complete information how to retrieve RAID Log, please refer to this link.
 How to extract the full RAID log using Command Tool 2 (CmdTool2)
<http://www.intel.com/support/motherboards/server/sb/CS-032237.htm>

Alternative way on how to get the Raid Logs in the Raid Web Console if you can't run the CMD tool2

1. Login to your raid web console then select Logical
2. Right click the raid controller and then save TTY logs.

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



Intel® RAID basic troubleshooting guide:
<http://www.intel.com/support/motherboards/server/sb/CS-029293.htm>



Intel® RAID troubleshooting wizard:
<http://www.intel.com/support/motherboards/server/sb/CS-030610.htm>



Intel® RAID Controllers best practices white paper:
<http://www.intel.com/support/motherboards/server/sb/CS-029228.htm>

For Intel® onboard RAID issues:

- 1 Intel® Server board model:
Firmware version:
- 2 Operating system in use:
Intel® RAID Web Console 2 version:
- 3 Intel® Embedded Server RAID Technology II (ESRT2) or Intel® Rapid Storage Technology Enterprise (RSTe) RAID?
- 4 Comparison of Intel® Embedded Server RAID Technology II (ESRT2) and or Intel® Rapid Storage Technology Enterprise (RSTe) RAID



<http://www.intel.com/support/motherboards/server/sb/cs-032032.htm>

- 5 Raid level configured:
- 6 Hard Disk Drive Manufacturer and model number in use*:
Number of Hard Disk Drives in use*:
- 7 Brief description of your problem or question:
- 8 Brief description of troubleshooting completed:
- 9 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

For Intel® MFSYS25V2 issues:

- 1 Intel® Modular Server System MFSYS25V2 firmware version:
<http://www.intel.com/support/motherboards/server/sb/CS-032909.htm>
- 2 Brief description of your problem:
- 3 Brief description of troubleshooting completed:
- 4 Retrieving a diagout

<http://www.intel.com/support/motherboards/server/sb/CS-032779.htm>