Observation ID: 1982938

Short Description: [FXN][Oolong][DB][CV][B] Cannot power on UUT and 3R2W will occur if power on UUT with single memory install to DIMM2/ DIMM4 only

Long Description: Power on UUT with SKhynix 16GB /32 GB ECC memory installed in DIMM2 or DIMM4 with BIOS ver U50_800006_ system cannot power on and power LED blinks 3 red and 2 white with beeps occurred. Expected Result: Can power on UUT successfully with power on UUT with any memory configurations. Frequency of Occurrence: 100%_ 2 out of 2 UUTs_ 4 out of 4 times. System Configuration: [Failure test case]Test plan: Teas-Oolong DB PCA Validation Test Plan_20210514. Test ID: Test phase: DB. Test Application & Version: Log file: [Failed unit Config]CPU: QXQ4. DIMM1: N/A. DIMM2: SKhynix 16GB ECC HMCG78MEBEA081N AA. DIMM3: N/A. DIMM4: N/A. Graphic: iGFX. Storage: Samsung 512GB SSD MZVL2512HCJQ-OOBH1. PSU: Acbel 260W PCK018. [Mini config] BIOS: ver 80.00.06. Recipe Version: NPI 1.0. OS Version: Win10 64 bit Pro 20H2 v19042.662. MB Rev: x1. Post Code: Bug Characterization info: 1. Can reproduce this issue with BIOS U50_800006. 2. Can reproduce this issue with SKhynix 16GB ECC(HMCG78MEBEA081N) memory /32GB ECC(HMCG88MEBEA081N) memory can't reproduce this issue with Micron 16GB nECC(MTC8C1084S1UC48BAW) memory. 3. Can reproduce this issue in DIMM2 and DIMM4 can't reproduce this issue in DIMM1 and DIMM3. 4. Has similar issue on Scrabble(SIO1982098). 5. Same issue on Oolong(SIO1982938)/Kombucha(SIO1989799). Additional Notes: Next planned steps for characterization: Suggest transfer this issue to BIOS owner for investigation.

Priority: 1

Severity: 1 - Critical

Primary Product: Teas - HW - Oolong

Component: Sudden Impact - HW - Teas Oolong Memory

Days Open: 72

Reference Number: SIO1982938/SIO1989799

Updates:

Jul 30 2021 3:41AM by rao_wendy: MB version: SI (Oolong: Rev x2), Recipe version: NPI 6.1, Key factors version: BIOS U50_001210. Retest result: Retest on 2 pcs Oolong SI PCA_ cannot reproduce this issue. Based on the test result_ close this issue as 'Fixed Verified'.

Jul 26 2021 1:39AM by Liao_Jay: Since CND with the latest BIOS for the issue_ switch the status to "Fix Pending Product Verification/Retest".

Jul 22 2021   1:14AM by rao_wendyMB version: DB(Oolong Rev: x1_ Kombucha Rev: 0.8)Recipe version: NPI Recipe 6.0Key factors version: BIOS U50_001200Retest result: Retest on 2 Kombucha and 3 Oolong PCAs with NPI6.0 Recipe_ cannot reproduce this issue.Can power on UUT sucessfully with single memory in DIMM1/ DIMM2/ DIMM3/ DIMM4_ we have tried below combinations:Oolong: QXQ4 + Micron 16GB nECC memory. QXQ4 + SK Hynix 16GB ECC memory. QXLB + SK Hynix 8GB nECC memory. QXLB + SK Hynix 32GB ECC memory.Kombucha: QYGC + SK Hynix 16GB nECC memory. QY3A + SK Hynix 32GB ECC memory. Based on the test result_ suggest to close this issue as 'Fixed Verified'.

Jul   6 2021 12:33AM by rao_wendyTried on 1 Kombucha and 1 Oolong DB PCA with NPI 5.0 Recipe(BIOS U50_801000): Still can reproduce this issue.Can power on and boot to OS sucessfully with 1* SK Hynix 8GB nECC/ 1*16GB nECC memory installed to DIMM1/ DIMM3_ but 3R2W will occured if power on UUT with 1* SK Hynix 8GB nECC/ 1*16GB nECC memory installed to DIMM2/ DIMM4.Jul   5 2021 11:58AM by Hsieh_CharleHi Wendy Pls help retest U50_801000 BIOS _thanks.

Jun 21 2021   3:43AM by Hsu_FacerHi Wendyper disuccion with BIOS this morning_ they did not see the issue with the latest BIOS "80.10.00 " wiith Samsung memory.Plaese help to verify this BIOS in Oolong(SIO1982938)/Kombucha(SIO1989799) with the memory you have and update the test summary about what you testing.We're wondering if this issue is still present in this BIOS.Thanks.

Jun 21 2021 12:26AM by Liao_Jaythe issue would need to be fixed by new Intel

MRC code_ please waiting for new Intel BKC released and verify again

Jun 18 2021   7:42AM by rao_wendyUpdate BIOS U50_800009 test result as below: Cannot power on UUT and 3.2 will occured if power on UUT with single memory install to DIMM2/ DIMM4 only.Based on the test result_ modift the issue short description from 'Cannot power on UUT and 3R2W will occurred if power on UUT with SKhynix 16GB / 32GB ECC memory installed in DIMM2/4.' to 'Cannot power on UUT and 3R2W will occured if power on UUT with single memory install to DIMM2/ DIMM4 only'. Please refer to attached issue tracker for more details.

Jun 10 2021   7:58AM by Hsu_FacerAccording to below udpate from BPS_ it will looks related with Intel MRC that need to implement MRC for the memory part.

Jun   9 2021   8:33AM by Hsu_FacerAccording to BPS's info from SIO1982098_ it looks related with memory speed set as "auto". Intel singhting "00619970 [HP][APL-S][FY22][Scrabble][Chess] Single/Dual RAM can't power on DIMM2/DIMM4 (Nearest) if memory speed set as auto."

May 25 2021   7:33AM by rao_wendySorry for the mistake_ and please ignore the update info

5/25 11:05 PM.May 25 2021   7:05AM by rao_wendy1. Cannot reproduce this issue on Saturn + W-1370 + M32-H32-M32-H32 ECC memory with BIOS T50_010002: Run MG(memory.ini) + WinPVT(S3S4_MEM.pvt) more than 66 hours pass.2. Cannot reproduce this issue on Saturn + W-1370 + H32-M32-H32-M32 ECC memory with BIOS T50_010100: Run MG(memory.ini) + WinPVT(S3S4_MEM.pvt) more than 48 hours pass.3. Cannot reproduce this issue on Titan + W-1370 + M32-H32-M32-H32 ECC memory with BIOS T50_010002: Run MG(memory.ini) + WinPVT(S3S4_MEM.pvt) more than 114 hours pass.Please refer to attached test log for details.

May 20 2021   1:40AM by Hsu_FacerHi Ericplease help to check it due to only this SKhynix 16/32 ECC ram in DIMM2 or DIMM4 can see this issue.And there are also similar issue on Scrabble(SIO1982098) Thanks.

Observation ID: 1982977

Short Description: [FXN][Oolong][DB][CV][B] COM2 has yellow bang in device manager with PS2 + COM cable connected.

Long Description: COM2 has yellow bang in device manager with PS2 + COM cable connected, and COM2 has no function. Expected Result: No COM2 yellow bang list in device manager and COM2 can work correctly. Frequency of Occurrence: 100%, 4 out of 4 UUTs. System Configuration: [Failure test case]Test plan: Teas-Oolong DB PCA Validation Test Plan_20210514. Test ID: Test phase: DB. Test Application & Version: Log file: [Failed unit Config]CPU: QXQ4. DIMM1: Micron 16GB nECC MTC8C1084S1UC48BAW. DIMM2: N/A. DIMM3: N/A. DIMM4: N/A. Graphic: iGFX. Storage: Samsung 512GB SSD MZVL2512HCJQ-OOBH1. PSU: Acbel 260W PCK018. [Mini config] BIOS: ver 80.00.06. Recipe Version: NPI Recipe 1.0. OS Version: Win10 64 bit Pro 20H2 v19042.662. MB Rev: x1. Post Code: Bug Characterization info: 1. Has similar issue on Scrabble(SIO1981229). Additional Notes: Next planned steps for characterization: Suggest transfer this issue to BIOS owner for investigation.

Priority: 1

Severity: 1 - Critical

Primary Product: Teas - BIOS - Kombucha/Oolong

Component: Sudden Impact - BIOS - Teas Kombucha/Oolong System BIOS

Days Open: 34

Reference Number:

Updates:

Jun 22 2021 8:11AM by rao_wendy: MB version: DB (Oolong Rev: x1, Kombucha Rev: 0.8). Recipe version: NPI Recipe 4.3. Key factors version: BIOS U50_801000. Retest result: Retest on the 2 Kombucha and 2 Oolong DB PCAs, cannot reproduce this issue. Based on the test result, close this issue as 'Fixed Verified'.

Jun 16 2021 4:09PM by Su_Eric: BPS fixed this issues on 00006 BIOS, so solution will be in 800008/800009.

Jun 8 2021 1:43AM by rao_wendyMB version: DB(Rev: x1)Recipe version: NPI

Recipe 3.0Key factors version: BIOS U50_800008Retest result: Retest on 3 Oolong DB PCAs_ cannot reproduce this issue.Based on the test result_ suggest to close this issue as 'Fixed Verified'.

May 20 2021   1:42AM by Hsu_FacerHi EricPlease help to check the COM2 detect YB issue.Thanks.