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Unexpected Reset Actions from Intel® Server Management under Microsoft* Windows* 2003

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Products Affected
Intel® Server Management v5.5.5

Description
Intel® Server Management software is provided with most Intel® server board products. It is used to monitor the operating condition of the board and can also remotely power control the server. Portions of the overall Intel® Server Management software include Direct Platform Control and Client System Setup Utility.

Direct Platform Control and Client System Setup Utility would typically be installed on a console system used to administer servers on a network. They include a feature to remotely reset an Intel® server board. If the remote server has the full Intel® Server Management software package installed, the reset command is handled "gracefully". The "graceful" reset means that the Intel® Server Management software works with the operating system and allows the operating system to close the file system and save the integrity of running applications.

Intel® Server Management v5.5.5 is the first release to support Microsoft* Windows* 2003. The method of handling the reset command with this operating system has changed and there are unexpected results. The "graceful" shutdown works correctly but instead of resetting the server board, it is powered off. The same reset command from Direct Platform Control or Client System Setup Utility continue to work correctly when Microsoft* Windows* 2000 is the server operating system.

Corrective Action / Resolution
Intel® Server Management software v5.5.7 will resolve this issue and is expected to be released by mid-December.

Workaround
An alternative to the reset command is to power off the remote server and then power it back on. Direct Platform Control and Client System Setup Utility do not lose connection with the remote sever when it is powered off. As soon as the server completes the "graceful" shutdown command it can be powered back on with a power on command.

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

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