

Document Title:	error conflict – PCI Mass Storage controller on Motherboard – error message on R630 FT system
Document ID:	TID0806051025
Creation Date:	05 Jun. 08
Modified Date:	02 Oct. 08
Document Revision:	1
Product Class:	Servers
Product and Version:	R630 – R630 E1

Symptoms / Facts

On R630, R630 E1 Fault Tolerant system, the onboard Adaptec SAS controller, the raid option is DISABLE by default and should not be enabled.

In case of this option is set at Enable, there is no possibility to set it back at disable because the Adaptec bios is no more available at POST.

Instead of the initialisation of the Adaptec controller, the system displays “error conflict – PCI Mass Storage controller on Motherboard” error message.

Disks are not detected and it's impossible to boot on OS with this module.

```
Phoenix TrustedCore (tm) Server
Copyright 1985-2004 Phoenix Technologies Ltd.
All Rights Reserved
BIOS Version 2.2:58
Copyright (c) 2000-2007 NEC Corporation, All Rights Reserved.
CPU = 2 Processors Detected, Cores per Processor = 4
Intel(R) Xeon(R) CPU           X5355  @ 2.66GHz
Intel(R) Xeon(R) CPU           X5355  @ 2.66GHz
2048M System RAM Passed
4096 KB L2 Cache
System BIOS shadowed
Video BIOS shadowed
ATAPI CD-ROM: MATSHITADVD-RAM UJ-850S
Mouse initialized
SMBIOS Initialize.....Passed
ERROR
Resource Conflict - PCI Mass Storage Controller on Motherboard
  Bus:07, Device:00, Function:00

Press <F1> to resume, <F2> to Setup
```

If the system boot on the other module, the Status machine is in DUPLEX mode for CPU modules and for PCI modules, the good one is in SIMPLEX and the one with the wrong SAS Controller option is BROKEN.

In the event log, the system gets this 3 alerts :

Event Type: Error
Event Source: srabid
Event Category:None
Event ID: 259
Date: 6/4/2008
Time: 5:37:02 PM
User: N/A
Computer: R630-SERVER1
Description:
Bringup of I/O 10 failed.
Status from Common Code: ErrDiagnostics (0x818d).

Event Type: Error
Event Source: srabid
Event Category:None
Event ID: 16474
Date: 6/4/2008
Time: 5:37:04 PM
User: N/A
Computer: R630-SERVER1
Description:
Diagnostics failure of 10: 'IO SAS Interface Device Vendor ID Mismatch ' (Ftn=0xf159
Info=0x41f9005,0x41e9005).

Event Type: Error
Event Source: srabid
Event Category:None
Event ID: 16395
Date: 6/4/2008
Time: 5:37:04 PM
User: N/A
Computer: R630-SERVER1
Description:
10 is now STATE_BROKEN / REASON_DIAGNOSTICS_FAILED

Solutions / Fixes

There is no solution, you need to contact the support and return back the system to factory for a complete flash of the system.

Document owner: COE Servers
Applies to: R630, R630 E1