

Advance e620 Product errata

Problem: The Advance e620 requires more than the PCI standard 25W during operation.
Effect: The card may fail due to lack of power or cooling.
Workaround: Users must ensure there is sufficient power and cooling provided for the card as defined in the product datasheet.

Problem: The current Advance e620 cards have a reduced operating environment of 32°F to 104°F (0°C to 40°C) ambient with airflow requirement of 500 LFM (2.5m/s) as the airflow across the heatsinks.
Effect: The card may fail to operate correctly outside of this operating range.
Workaround: Users must ensure there is sufficient cooling provided for the card.

Problem: The PCIe interface has a very low electrostatic discharge (ESD) susceptibility of 100V.
CTS number: 2228
Effect: Incorrect handling of the card can damage the card.
Workaround: Extreme ESD caution should be observed when handling these cards. Cards which are not installed should have the ESD protective strip fitted across the edge connector.

Problem: The Advance e620 card exceeds the specified time by which a system must guarantee that all components intended to be software visible after a cold boot are ready and able to receive Configuration Requests.
CTS number: 3861
Effect: This is extremely unlikely to cause a problem but may mean the card is not recognized.
Workaround: Warm boot the system.

Problem: Receiving of Active State Power Management (ASPM) state L0s is not supported.
CTS number: 3793
Effect: May cause booting or state transition problems.
Workaround: Do not enable ASPM for your system. This may be managed via a system BIOS option.

Problem: After power-up or restart, the Advance e620 card may fail to correctly negotiate the highest PCIe link speed available to it.

CTS number: 3776

Effect: Application dependant. Operating at a reduced PCIe link speed may reduce the level of acceleration it is possible to achieve.

Workaround: Reboot the system and check the PCIe link configuration. Use `csrest -v` to check the PCIe link configuration.

Problem: After power-up or restart, the Advance e620 card may infrequently fail to negotiate a PCIe connection.

CTS number: 4087, 3776

Effect: The card is not accessible for use by the operating system or higher-level applications.

Workaround: Check LED B (see the *Runtime User Guide* for information on how to identify the LEDs) and verify if the PCIe link has been established. If the PCIe link negotiation has failed, restart or power-cycle your system.

Problem: The electrical idle signal produced by the card is outside of the PCIe specification.

CTS number: 4427

Effect: Under very rare conditions when the card is very hot it may cause errors when warm booting the system, disabling or re-installing the driver or during shut down of the system.

Workaround: Allow the system to cool down or improve the airflow to the card.

For more information regarding the status and workarounds related to any of these issues, please contact ClearSpeed support quoting the relevant CTS number.

You should check the ClearSpeed customer support website <http://support.clearspeed.com> for updates to these errata.