



PRIMERGY CUSTOMER INFORMATION BULLETIN

Number/Revision:

PY-CIB048-00

Issue Date:

March 25, 2020

Title:

Special BIOS Update Procedure Required for PRIMERGY CX25x0 M4 with BIOS R1.39.0

Applies to:

- PRIMERGY CX2550 M4 with BIOS R1.39.0
- PRIMERGY CX2560 M4 with BIOS R1.39.0
- PRIMERGY CX2570 M4 with BIOS R1.39.0

Effective Duration:

Permanent

Problem:

BIOS R1.39.0 causes unintended interface name changes for PLAN EM OCP interfaces. Upgrading BIOS from R1.39.0 to R1.40.0 does not correct this problem. Therefore, a special update procedure is required.

R1.39.0 has been withdrawn from the download site.



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Solution:

For CX25x0 M4 servers, which have BIOS R1.39.0 installed, the following steps are required to update BIOS to R1.40.0 successfully.

1. Download BIOS R1.38.0 from the download site.

CX2550 M4 BIOS R1.38.0

<https://support.ts.fujitsu.com/IndexDownload.asp?SoftwareGuid=4F283C8D-7D4D-48E8-99D4-9894D2017F53>

CX2560 M4/CX2570 M4 BIOS R1.38.0

<https://support.ts.fujitsu.com/IndexDownload.asp?SoftwareGuid=4FCE1268-2E5B-4B96-8AEA-6B2AB6133299>

2. Downgrade BIOS from R1.39.0 to R1.38.0 using iRMC GUI, ASP, or USB.
3. Reboot the server and confirm that BIOS is downgraded to R1.38.0 successfully.
4. Download BIOS R1.40.0 from the download site.

CX2550 M4 BIOS R1.40.0

<https://support.ts.fujitsu.com/IndexDownload.asp?SoftwareGuid=6A933992-7AE8-4056-A08F-5629C1E67A39>

CX2560 M4/CX2570 M4 BIOS R1.40.0

<https://support.ts.fujitsu.com/IndexDownload.asp?SoftwareGuid=220B7D1C-61AE-4623-AB8E-7C9E6F3B3253>

5. Update BIOS to R1.40.0 using iRMC GUI, ASP, or USB.
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6. Reboot the server and confirm that BIOS is updated to R1.40.0 successfully.

iRMC S5 Web Server

System	Logs	Tools	Settings
<input checked="" type="checkbox"/> System Board			
<input checked="" type="checkbox"/> Power			
<input checked="" type="checkbox"/> Cooling			
<input checked="" type="checkbox"/> Mass Storage			
<input checked="" type="checkbox"/> Software			
<input checked="" type="checkbox"/> Network			
<input checked="" type="checkbox"/> AIS Connect			

Overview

^ System Information

Multi-node Chassis

Model Name	PRIMERGY CX400 M4
Chassis Type	CX2570M4R
Serial Number	

Multi-node Server

Model Name	PRIMERGY CX2570 M4
Serial Number	
Asset Tag	
System GUID	D99630A6-D66C-11E7-A953-8C0F6F7DB5BA
BIOS Version	V1.0.0.0 R1.40.0 for D3854-A1x

Additional Information:

If OCP network interfaces had network port numbering change or teaming issues after BIOS was updated to R1.39.0, it is strongly recommended to check the network interface settings after updating BIOS to R1.40.0.

CX25x0 M4 servers shipped with BIOS R1.39.0 does not cause network port numbering or teaming issues. However, after downgrading BIOS to R1.38.0 and updating to R1.40.0, reconfiguring network settings may be required.

Revision History:

REVISION	DATE	CHANGE SUMMARY
000	March 25 2020	Initial Release