



PRIMERGY CUSTOMER INFORMATION BULLETIN

Number/Revision:

PY-CIB049-00

Issue Date:

14 April 2020

Title:

The System Tries to Power on Before iRMC is Ready

Applies to:

PRIMERGY RX1330 M4/TX1330 M4/TX1320 M4

Effective Duration:

Permanent

Problem:

When the power is connected to the PRIMERGY server, the system tries to start before the Fujitsu Integrated Remote Management Controller (iRMC) is ready. This is indicated by the fans speeding up to the maximum as soon as the power is connected. The iRMC takes about two minutes to boot up, then you see the display on the screen indicating POST and the fans slow down to normal speed.

This is not expected behavior. The iRMC should boot up first indicated by a stable power LED. The system can then be started using the power switch (or remotely using the iRMC interface).

Solution / Workaround:

This issue is resolved by the following procedure:



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1. Disconnect the power cables
2. Open the housing and locate the jumper block for UEFI Recovery (RCVR) / Password Clear (PWD CLR)
 - Consult the relevant PRIMERGY Maintenance Manual from <http://manuals.ts.fujitsu.com> for help to open the housing
 - The board schematic sticker on the inside can guide to the location of the RCVR/PWD CLR jumper block
 - See an example of the jumper block in Fig.1 and a schematic on Fig.1a below showing the neutral position (Default)



Fig. 1: Jumper in neutral position

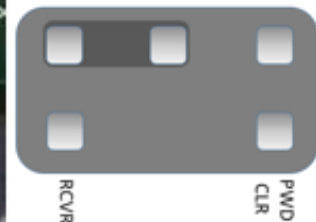


Fig. 1a

3. Set the jumper to 'PWD CLR' position as shown in Fig. 2 and Fig. 2a (schematic)



Fig. 2: Jumper in Password Clear position

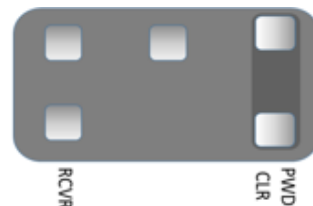


Fig. 2a

4. Connect the power cables. The fans will still speed up. Wait until the monitor displays POST after about 2 minutes by when the iRMC should be ready. A



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warning message will be displayed indicating the jumper is placed in a password clear position.

5. Enter UEFI (BIOS) setup, go to 'Save and Exit' tab and choose 'Save Changes and Reset'
6. Disconnect the power cables
7. Place the jumper in the neutral position (see Fig. 1/1a)
8. Close the housing
9. Connect the power cables. The system will not start before the iRMC is ready
10. Power On the system as soon as the iRMC is ready (when the power LED stops blinking)
 - Do not be concerned if the system switches off in POST and starts again
11. Enter UEFI (BIOS) setup, check and correct the necessary settings (especially SATA operation mode if you are using the onboard SATA RAID functionality)
12. After the desired BIOS settings are set make sure to 'Save Changes and Reset'

Revision History

REVISION	DATE	CHANGE SUMMARY
0000	14 April 2020	Initial Release
