



## PRIMERGY CUSTOMER INFORMATION BULLETIN

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**Number/Revision:**

PY-CIB052-00

**Issue Date:**

July 20, 2020

**Title:**

iRMC S4/S5 Web Interface Does Not Display Driver Monitor and OS Information

**Applies to:**

- Hardware
  - PRIMERGY with iRMC S4
  - PRIMERGY with iRMC S5
  - PRIMEQUEST
- Operating System
  - VMware ESXi 6.5 and 6.7
- Application
  - Fujitsu ServerView CIM Provider for ESXi 6.x V9.01.06 – V9.10.02

**Effective Duration:**

Permanent

**Problem:**

The following items are not displayed in the iRMC Web interface:

- Driver Monitor
- OS Information (hostname, IP address, etc.)

**Cause:**

iRMC S4/S5 uses ServerView CIM Provider to obtain the Driver Monitor and OS information. The auto start setting is disabled for some of the modules that are necessary for the Driver Monitor and OS information in ServerView CIM Provider V9.01.06 – V9.10.02. Therefore, the iRMC cannot get the information from the OS.

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### Solution:

Update ServerView CIM Provider to V9.10.04 or later. The file can be downloaded from the Fujitsu download site.

<https://support.ts.fujitsu.com/index.asp?Inid=0&lng=com>

1. Select the model
2. Click **Downloads**.
3. Select the OS (e.g. VMware ESXi 6.5 Update 3)
4. Go to the **Applications** tab → **Server Management Software** → **ServerView – ESXi CIM Providers**
5. Click the **Direct download** link for **ServerView ESXi CIM Provider** (version 9.10.04 or later)
6. Check **I have read and agree to the terms and conditions**
7. Click the **Download file** button

### Workaround:

If ServerView CIM Provider cannot be updated to V9.10.04 or later, run the following command:

```
# /bin/enum_instances SVS_PGYChassis root/svs >/dev/null
```

The Driver Monitor and OS information can be displayed in the iRMC Web interface after the above command is executed until the OS or the CIM service is restarted.

### Revision History:

REVISION	DATE	CHANGE SUMMARY
000	July 20, 2020	Initial Release