FUJITSU

PRIMERGY CUSTOMER INFORMATION BULLETIN

Number/Revision:

PY-CIB053-00

Issue Date:

August 26, 2020

Title:

Power Down or System Reset May Occur on PRIMERGY BX25x0 M1 or M2

Applies to:

- PRIMERGY BX2560 M1/M2
- PRIMERGY BX2580 M1/M2

Effective Duration:

Permanent

Problem:

A power down or a system reset may occur while PRIMERGY BX2560 M1/M2 or BX2580 M1/M2 is operating. When this incident occurs, all LEDs on the server blade are turned off and iRMC becomes inaccessible.

Cause:

This is caused by a firmware bug in iRMC S4 firmware prior to 9.60F on BX2560 M1/M2 and BX2580 M1/M2.

Solution:

Update PRIMERGY BX25x0 M1/M2 iRMC S4 firmware to the following version:

- PRIMERGY BX2560 M1: 9.60F_SDR3.37 or later
- PRIMERGY BX2560 M2: 9.60F_SDR3.13 or later
- PRIMERGY BX2580 M1: 9.60F_SDR3.38 or later
- PRIMERGY BX2580 M2: 9.60F_SDR3.12 or later

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In case the issue occurs on a BX25x0 M1/M2 server blade before the firmware is updated to the above mentioned version, reseating the blade is required.

Revision History:

REVISION	DATE	CHANGE SUMMARY
000	August 26, 2020	Initial Release