



PRIMERGY CUSTOMER INFORMATION BULLETIN

Number/Revision:

PY-CIB054-00

Issue Date:

September 1, 2020

Title:

PRIMERGY Server with iRMC S4 May Stop During POST or Malfunction While the OS is Running

Applies to:

PRIMERGY with iRMC S4 firmware prior to 9.20F

Effective Duration:

Permanent

Problem:

PRIMERGY servers with iRMC S4 may stop during POST, or malfunction while the OS is running. The iRMC may also stop responding to IPMI, SSH, Telnet, and HTTP/HTTPS requests.

If the issue occurs during BIOS POST, the boot screen stops at the Fujitsu logo, and displays "iRMC IP-Addr: --- unknown ---" at the bottom of the screen:





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If the issue occurs while the OS is running, the following error may be recorded in the event log:

On Windows:

Source: IPMIDRV
ID: 1004
Details: The device driver tried to communicate with the IPMI BMC device on a normal operation basis, however, it timed out and the communication failed.
The timeout period associated with the IPMI device driver can be increased.

On Linux:

kernel: IPMI message handler: BMC returned incorrect response, expected netfn x cmd xx, got netfn x cmd x

On iRMC:

Management Controller access degraded or unavailable

Cause:

This problem is caused by firmware bugs in iRMC S4 firmware prior to 9.20F.

Solution:

Update iRMC S4 firmware to 9.20F or later. The firmware update file can be obtained from the Fujitsu download site.

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

In case the issue occurs and the iRMC is not accessible, disconnect power cables, wait for three minutes, and re-connect power cables to power cycle the iRMC.

Revision History:

REVISION	DATE	CHANGE SUMMARY
000	September 1, 2020	Initial Release