



PRIMERGY CUSTOMER INFORMATION BULLETIN

Number/Revision:

PY-CIB055-00

Issue Date:

August 19, 2020

Title:

OS Time Shift During Daylight Saving Changes

Applies to:

PRIMERGY TX1310 M1 and M3
PRIMERGY TX1320 M1, M2, and M3
PRIMERGY TX1330 M1, M2, and M3
PRIMERGY RX1330 M1, M2, and M3

With OS versions:

Windows Server 2012
Windows Server 2012 R2
Windows Server 2016

Effective Duration:

Permanent

Problem:

On some models with certain BIOS versions, the Daylight Savings Enable (DSE) option is enabled. This can cause the OS time to shift in the OS when it synchronizes with Real Time Clock (RTC) hourly or boots during the Daylight Saving time change showing incorrect time. If the DSE option is disabled, the OS will reflect the right daylight saving time and synchronize with the RTC.

The issue does not occur on systems configured with (Network Time Protocol) NTP where the time is synchronized with NTP server and does not depend on RTC. It also does not occur on Linux and VMware systems, as the OS does not refer to the RTC time during operation.



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Solution:

The issue is resolved with later BIOS versions where the DSE option is set to disabled when BIOS starts. Please update the BIOS to the latest available levels. The BIOS levels where the issue is fixed for different PRIMERGY servers are as follows:

- PRIMERGY TX1310 M3: BIOS 1.19.0 or later
- PRIMERGY TX1320 M3: BIOS 1.18.0 or later
- PRIMERGY TX1330 M3: BIOS 1.18.0 or later
- PRIMERGY RX1330 M3: BIOS 1.18.0 or later
- PRIMERGY TX1320 M2: BIOS 1.22.0 or later
- PRIMERGY TX1330 M2: BIOS 1.22.0 or later
- PRIMERGY RX1330 M2: BIOS 1.22.0 or later
- PRIMERGY TX1310 M1: BIOS 1.12.0 or later
- PRIMERGY TX1320 M1: BIOS 2.20.0 or later
- PRIMERGY TX1330 M1: BIOS 2.19.0 or later
- PRIMERGY RX1330 M1: BIOS 2.19.0 or later

If the issue had occurred before the BIOS update, please reset the OS time to the correct time and update the BIOS to latest.

Revision History:

REVISION	DATE	CHANGE SUMMARY
000	Aug 19, 2020	Initial Release