



## PRIMERGY CUSTOMER INFORMATION BULLETIN

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**Number/Revision:**

PY-CIB056-01

**Issue Date:**

December 4, 2020

**Title:**

Windows Server Operating System Cannot Access Storage Units Through Marvel FC Adapters After 42 Days From the OS Startup

**Applies to:**

PRIMERGY with the following Marvel FC adapter(s):

- PFC EP QLE2740  
(Part Number: S26361-F4043-L501 / S26361-F4043-E1 / S26361-F4043-E201)
- PFC EP QLE2742  
(Part Number: S26361-F4043-L502 / S26361-F4043-E2 / S26361-F4043-E202)
- PFC EP QLE2690  
(Part Number: S26361-F5580-L501 / S26361-F5580-E1 / S26361-F5580-E201)
- PFC EP QLE2692  
(Part Number: S26361-F5580-L502 / S26361-F5580-E2 / S26361-F5580-E202)
- PFC EP QLE2670  
(Part Number: S26361-F5313-L501 / S26361-F5313-E1 / S26361-F5313-E201)
- PFC EP QLE2672  
(Part Number: S26361-F5313-L502 / S26361-F5313-E2 / S26361-F5313-E202)

**Affected Configuration:**

The issue occurs if the configuration meets the following conditions:

- OS: Windows Server 2012/2012 R2, 2016 , 2019
- FC driver: 9.2.9.20 or later
- FC card FW: 8.08.231 or earlier
- Server's logical CPU: 64 or more
- FC switch: RDP (Read Diagnostic Parameters) enabled
- 1025 hours (42 days 17 hours) has passed since starting server OS (if RDP time interval is 1 hour as default value)

**Effective Duration:**

Permanent

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### Problem:

On the 42nd day after starting the OS, I/O errors start appearing on all the paths where the Marvel FC card is installed and meets the conditions described in the “Affected Configuration” section. Once this occurs, the OS cannot access the storage.

In the OS event log, the following events are logged:

```
Source: Disk
Event ID: 153
```

```
Message: The IO operation at logical block address 0XXXXXXXXX for
Disk X (PDO name: \Device\MPIODiskX) was retried.
```

```
Source: ServerView Agents
Event ID: 12152
```

```
Message: Driver Monitoring error event at server xxxxx Slot xx
MPD:\Device¥ScsiPortx Adapter or FC-Network error (An input/output
fault)
```

### Cause:

This problem is caused by FC HBA firmware and driver defects.

### Solution:

Update FC adapter firmware and driver to the following:

FC Adapter Model	Firmware	Driver
PFC EP QLE2740/QLE2742	v9.03.00	v9.4.1.21
PFC EP QLE2690/QLE2692	v9.03.00	v9.4.1.21
PFC EP QLE2670/QLE2672	v8.08.231	v9.4.1.21

The firmware and driver updates are available on the Fujitsu download site.

<https://support.ts.fujitsu.com/IndexDownload.asp>

### Workaround:

Disable the RDP function in the FC switch.

Example:

```
admin> switchdisable
admin> configure
configure...
Fabric parameters(yes, y, no, n):[no]
```

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```
D-Port Parameters(yes, y, no, n):[no]
RDP Polling Cycle(hours)[0=Disable Polling]:[1]0
...
Omitted
...
admin> cfgsave
```

If the issue occurs, reboot the OS.

### Revision History:

REVISION	DATE	CHANGE SUMMARY
000	September 30, 2020	Initial Release
001	December 4, 2020	Updated Solution