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PRIMERGY CUSTOMER INFORMATION BULLETIN

Number/Revision:
PY-CIB057-01

Issue Date:
January 12, 2021

Title:
Unexpected Reboot of Server Connected to UPS

Applies to:
PRIMERGY RX100 S8
PRIMERGY RX200 S8
PRIMERGY RX300 S8
PRIMERGY RX350 S8
PRIMERGY RX1330 M1/M2/M3
PRIMERGY RX2520 M1
PRIMERGY RX2530 M1/M2
PRIMERGY RX2540 M1/M2
PRIMERGY RX2560 M1/M2
PRIMERGY RX4770 M1/M2/M3
PRIMERGY TX140 S2
PRIMERGY TX300 S8
PRIMERGY TX1320 M1/M2/M3
PRIMERGY TX1330 M1/M2/M3
PRIMERGY TX2540 M1
PRIMERGY TX2560 M1/M2

Affected Configuration:
- Server connected to Uninterruptible Power Supply (UPS) and controlled by UPS Management Software.
- Server with iRMC S4 FW version 8.67F.
- BIOS option 'Power Failure Recovery' is set to 'Always on'.

Effective Duration:
Permanent

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Problem:

Due to an anomaly of the iRMC firmware, when a power outage occurs on the UPS, the server tries to reboot just after the OS is shut down by the UPS Management Software. The UPS delay timer then stops the Server causing an unclean shutdown.

Solution:

Update iRMC S4 FW to version 8.84F or later. iRMC S4 firmware can be obtained from the download site:
https://support.ts.fujitsu.com/index.asp?lng=COM&ln=no&LC=no

Revision History:

REVISION	DATE	CHANGE SUMMARY
000	Oct 12, 2020	Initial Release
001	Jan 12, 2021	Added more PRIMERGY Systems to the affected list