



## PRIMERGY CUSTOMER INFORMATION BULLETIN

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**Number/Revision:**

PY-CIB058-00

**Issue Date:**

November 30, 2020

**Title:**

BIOS Reports Wrong DIMM Slot Number When Memory Scrubbing Detects Uncorrectable Error on 2-Socket or 4-Socket PRIMERGY M1/M2/M3

**Applies to:**

- PRIMERGY BX2560 M1/M2
- PRIMERGY BX2580 M1/M2
- PRIMERGY CX2550 M1/M2
- PRIMERGY CX2570 M1/M2
- PRIMERGY RX2530 M1/M2
- PRIMERGY RX2540 M1/M2
- PRIMERGY RX2560 M1/M2
- PRIMERGY RX4770 M1/M2/M3
- PRIMERGY TX2560 M1/M2

**Effective Duration:**

Permanent

**Problem:**

When Memory Scrubbing detects an uncorrectable memory error, it reports the wrong memory slot information due to a bug in the BIOS. Therefore, an uncorrectable memory error may occur even after the DIMM is replaced.

**Cause:**

This problem is caused by a bug in the BIOS.

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### Solution:

Update the BIOS to the following version:

PRIMERGY model	BIOS version with the fix
BX2560 M1	R1.37.0 or later
BX2560 M2	R1.17.0 or later
BX2580 M1	R1.37.0 or later
BX2580 M2	R1.17.0 or later
CX2550 M1	R1.37.0 or later
CX2550 M2	R1.17.0 or later
CX2570 M1	R1.37.0 or later
CX2570 M2	R1.17.0 or later
RX2530 M1	R1.39.0 or later
RX2530 M2	R1.26.0 or later
RX2540 M1	R1.39.0 or later
RX2540 M2	R1.26.0 or later
RX2560 M1	R1.39.0 or later
RX2560 M2	R1.26.0 or later
RX4770 M1	R1.40.0 or later
RX4770 M2	R1.18.0 or later
RX4770 M3	R1.21.0 or later
TX2560 M1	R1.39.0 or later
TX2560 M2	R1.26.0 or later

### Revision History:

REVISION	DATE	CHANGE SUMMARY
000	November 30, 2020	Initial Release

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