



## PRIMERGY CUSTOMER INFORMATION BULLETIN

---

**Number/Revision:**

PY-CIB060-00

**Issue Date:**

December 16, 2020

**Title:**

PRIMERGY Server with PRAID CP400i/CM400i May Stop During POST

**Applies to:**

- PRIMERGY Servers with the following Fujitsu RAID card(s):
  - PRAID CP400i (Part Number: S26361-F3842-E1/L501)
  - PRAID CM400i (Part Number: S26361-F3823-E400/L400)
- PRAID CP400i/CM400i Firmware earlier than 24.21.0-0076

**Effective Duration:**

Permanent

**Problem:**

In a rare case, the PRIMERGY server with PRAID CP400i/CM400i (Firmware earlier than 24.21.0-0076) may stop during POST, and display the following error message:

```
L2/L3 Cache error was detected on the RAID controller.  
Please contact technical support to resolve this issue. Press 'X' to  
continue or else power off the system, replace the controller and  
reboot
```

**Cause:**

This problem is caused by a bug in the RAID adapter firmware.

---



## PRIMERGY CUSTOMER INFORMATION BULLETIN

---

### Solution:

Update the RAID adapter firmware to 24.21.0-0076 or later. The firmware is available on the Fujitsu download site.

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

### Revision History:

REVISION	DATE	CHANGE SUMMARY
000	December 16, 2020	Initial Release