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PRIMERGY CUSTOMER INFORMATION BULLETIN

Number/Revision:
PY-CIB061-00

Issue Date:
January 20, 2021

Title:
BIOS Setting May Not be Automatically Transferred after SB Replacement

Applies to:
- PRIMERGY RX300 S8
- PRIMERGY RX350 S8
- PRIMERGY RX1330 M2/M3/M4
- PRIMERGY RX2520 M4/M5
- PRIMERGY RX2530 M1/M2/M4/M5
- PRIMERGY RX2540 M1/M2/M4/M5
- PRIMERGY RX2560 M1/M2
- PRIMERGY RX4770 M4/M5
- PRIMERGY TX300 S8
- PRIMERGY TX1320 M2/M3/M4
- PRIMERGY TX1330 M2/M3/M4
- PRIMERGY TX2540 M1
- PRIMERGY TX2550 M4/M5
- PRIMERGY TX2560 M1/M2
- PRIMERGY CX2550 M1/M2
- PRIMERGY CX2570 M1/M2

Effective Duration:
Until further update

Problem:
During System Board replacements if the BIOS version of the spare System Board is lower than that of the System Board being replaced, the BIOS settings may not be automatically transferred to the replaced System Board even though the SEL log records “BIOS restore successful”. This results in the BIOS resorting to default values.

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Solution:

Please save the BIOS settings as soon as a BIOS setting change is made. When a System Board fails for any reason, you may not have the opportunity to save BIOS settings, hence it is important to save the settings as and when a change is made.

After the System Board is replaced, please make sure to check the BIOS settings and import if necessary from the latest saved BIOS setting file.
Pay specific attention to SATA Mode setting (Advanced Menu→SATA Configuration→SATA Mode).
If starting the OS under the status that SATA-Mode is modified from RAID to AHCI (default value), the disks used to compose RAID will be seen as single drives. Subsequent data will only be written to a single drive without any redundancy. To get back to the RAID configuration, data need to be backed up, the SATA mode in BIOS changed to reflect RAID, RAID recreated and data restored.

Revision History:

REVISION	DATE	CHANGE SUMMARY
000	January 20, 2021	Initial Release