



## PRIMERGY CUSTOMER INFORMATION BULLETIN

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**Number/Revision:**

PY-CIB063-00

**Issue Date:**

February 22, 2021

**Title:**

Intel Ethernet Ports May Not Link Up After Firmware Update

**Applies to:**

- PRIMERGY Models
    - PRIMERGY CX2560 M4/M5
    - PRIMERGY CX2570 M4/M5
    - PRIMERGY RX2520 M4/M5
    - PRIMERGY RX2530 M4/M5
    - PRIMERGY RX2540 M4/M5
    - PRIMERGY RX4770 M4/M5
    - PRIMERGY TX2550 M4/M5
  - Options
    - For PRIMERGY RX2530 M4/M5, RX2540 M4/M5, and RX4770 M4/M5
      - S26361-F3953-E401/-L401
      - S26361-F3953-E210/-L210
      - S26361-F3953-E211/-L211
      - S26361-F3953-E411/-L411
    - For PRIMERGY CX2560 M4/M5 and CX2570 M4/M5
      - S26361-F5651-E530/-L530
      - S26361-F5651-E540/-L540
      - S26361-F5651-E510/-L510
      - S26361-F5651-E550/-L550
    - For RX2520 M4/M5 and TX2550 M4/M5
      - Onboard LAN
  - Operating Systems
    - VMware ESXi 6.0 U3
    - VMware ESXi 6.5 GA/U1/U2/U3
    - VMware ESXi 6.7 GA/U1/U2/U3
    - VMware ESXi 7.0
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### Effective Duration:

Permanent

### Problem:

Intel Ethernet controller ports may not link up when starting ESXi after the firmware is updated. This problem occurs if the following conditions are met:

- i40en driver is earlier than 1.8.6
- Firmware (eTrackID) is the following:
  - For RX2520 M4/M5 and TX2550 M4/M5, 80001AC0 or later
  - For RX2530 M4/M5 and RX2540 M4/M5, 80001AC2 or later
  - For RX4770 M4/M5, 80001AC1 or later
  - For CX2560 M4/M5 and CX2570 M4/M5, 80001AC2 or later
- Auto-negotiation is enabled for the port (vmnic)  
The default value is set to the following:
  - ESXi 6.0 U3, ESXi 6.5 GA/U1/U2/U3, and ESXi 6.7 GA/U1/U2: false
  - ESXi 6.7 U3 and ESXi 7.0: true

### Cause:

The older i40en driver (1.7.17 or older) does not support the new link up process in the firmware.

### Solution:

Update the i40en driver. See the following table to find out the required firmware and i40en driver combination.

PRIMERGY Model	Firmware/eTrackID	i40en version
RX2520 M4/M5 TX2550 M4/M5	80001AC0	1.8.6
	80001DD5	1.9.5
	80002023	1.10.9
RX2530 M4/M5 RX2540 M4/M5	80001AC2	1.8.6
	80001DD7	1.9.5
	80002025	1.10.9
RX4770 M4/M5	80001AC1	1.8.6
	80001DD6	1.9.5
	80002024	1.10.9
CX2560 M4/M5 CX2570 M4/M5	80001AC2	1.8.6
	80001DD7	1.9.5
	80002025	1.10.9

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Firmware images are available on Fujitsu download site:

- For Firmware/eTrackID 80001AC0/80001AC1/80001AC2

<https://support.ts.fujitsu.com/IndexDownload.asp?SoftwareGuid=1CE5EEA9-B07D-422D-AC60-FD93D5C5C693>

- For Firmware/eTrackID 80001DD5/80001DD6/80001DD7

<https://support.ts.fujitsu.com/IndexDownload.asp?SoftwareGuid=B58FA891-BB1F-444E-9F2D-9AAE07DCCED3>

- For Firmware/eTrackID 80002023/80002024/80002025

<https://support.ts.fujitsu.com/IndexDownload.asp?SoftwareGuid=68579766-F4A5-436A-A9A5-DD580C055D75>

The i40en drivers can be downloaded from My VMware.

- For ESXi 6.0 U3

- i40en 1.8.6

<https://my.vmware.com/en/web/vmware/downloads/details?downloadGroup=DT-ESXI60-INTEL-I40EN-186&productId=491>

- For ESXi 6.5 GA/U1/U2

- i40en 1.8.6

<https://my.vmware.com/en/web/vmware/downloads/details?downloadGroup=DT-ESXI65-INTEL-I40EN-186&productId=614>

- For ESXi 6.5 U3

- i40en 1.8.6

<https://my.vmware.com/en/web/vmware/downloads/details?downloadGroup=DT-ESXI65-INTEL-I40EN-186&productId=614>

- i40en 1.9.5

<https://my.vmware.com/en/web/vmware/downloads/details?downloadGroup=DT-ESX65-INTEL-I40EN-195&productId=614>

- For ESXi 6.7 GA/U1/U2

- i40en 1.8.6

<https://my.vmware.com/en/web/vmware/downloads/details?downloadGroup=DT-ESXI67-INTEL-I40EN-186&productId=742>

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- For ESXi 6.7 U3
  - i40en 1.8.6  
<https://my.vmware.com/en/web/vmware/downloads/details?downloadGroup=DT-ESXI67-INTEL-I40EN-186&productId=742>
  - i40en 1.9.5  
<https://my.vmware.com/en/web/vmware/downloads/details?downloadGroup=DT-ESXI67-INTEL-I40EN-195&productId=742>
  - i40en 1.10.9  
<https://my.vmware.com/en/web/vmware/downloads/details?downloadGroup=DT-ESXI67-INTEL-I40EN-11090&productId=742>
- For ESXi 7.0  
Apply Fujitsu Custom ESXi 7.0 Offline Bundle (v501-1) or later which includes i40en 1.10.9.
  - Fujitsu Custom ESXi 7.0 (v501-1)  
<https://my.vmware.com/group/vmware/downloads/details?downloadGroup=OEM-ESXI70-FUJITSU&productId=974>
  - Fujitsu Custom ESXi 7.0 U1 (v510-1)  
<https://my.vmware.com/group/vmware/downloads/details?downloadGroup=OEM-ESXI70U1-FUJITSU&productId=974>

### Workaround:

In case the driver cannot be updated and the issue occurs, perform the following steps:

1. Shut down the server
2. Disconnect the network cables
3. Power on the server
4. After the OS boots up, connect the network cables

### Revision History:

REVISION	DATE	CHANGE SUMMARY
000	February 22, 2021	Initial Release

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