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PRIMERGY CUSTOMER INFORMATION BULLETIN

Number/Revision:

PY-CIB064-00

Issue Date:

March 04, 2021

Title:

ESXI 7.0 Cannot Install on BU100 - Error Connection Time Out

Applies to:

- Hardware
  - PRIMERGY CX2550 M4
  - PRIMERGY RX1330 M4
  - PRIMERGY RX2520 M4/M5
  - PRIMERGY RX2530 M4/M5
  - PRIMERGY RX2540 M4/M5/M6
  - PRIMERGY RX4770 M4/M5/M6
  - PRIMERGY TX1320 M3/M4
  - PRIMERGY TX1330 M4
  - PRIMERGY TX2550 M4/M5

- Operating System
  - VMware vSphere ESXi version 7.0 or later

Effective Duration:

Permanent

Problem:

Multiple error messages are logged in dmesg and vmkernel.log every 30sec during ESXi 7.0 installation on BU100.

The issue is known by VMware: https://kb.vmware.com/s/article/81206

Cause:

Failed to make the partition by the installer of ESXi7 during installation, due to missing signal for being ready to write.

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Solution:
Update the firmware for the FX3S to 0x19 on the BU100. This firmware can be downloaded from the download site: https://support.ts.fujitsu.com

Direct download link:
https://support.ts.fujitsu.com/IndexDownload.asp?SoftwareGuid=83644DE0-00D0-41F3-9CFA-C1CDAFB3D293

Important:
Please review the Important Information field when downloading the firmware.

Determine Installed Version: (1.7 = 0x17)

Preliminary step:
Offline update tool is provided as an iso file.
You can use one of the below methods to mount/boot the iso image:
1. AVR (Advanced Video Redirection) session to mount iso file and boot.
2. CD/DVD drive.
3. Prepare USB pen drive (see additional information).

Update procedure:

    Boot the offline update tool.

    Press 2 to update firmware.

```
Dual microSD 64GB Enterprise Firmware Update tool V1.0L01
Firmware Package LPC_15 FX3S_19
Copyright 2021 FUJITSU LIMITED

  Please select:
   1: List Devices
   2: Update firmware
   3: Reboot system
   4: Shutdown system

Select: _
```

Type Yes, and press the Enter key to confirm the firmware update:

```
Select: 2
Do you want to firmware update? (Yes/No) > Yes
```

When the update has been finished successfully -> Press enter key:

```
Flashtool linflpic returned : 0

STEP 5 : Flashing firmware for both devices OK -------------------------------
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exit 0

Push enter key to continue
```

Press 4 and Enter key to shut down the server:

```
Dual microSD 64GB Enterprise Firmware Update tool V1.0L01
Firmware Package LPC_15 FX3S_19
Copyright 2021 FUJITSU LIMITED

 Please select:
  1: List Devices
  2: Update firmware
  3: Reboot system
  4: Shutdown system

Select: _
```

Power on server and boot from the offline update tool again.
Press 1 and list the devices to make sure that the software version for BU100 FX3S is 0x19

```
Select: 1

         PIC-File-name PIC-Status PIC-ID HW-Version SW-Version Description-name
0xd9:1   brg01_15.hex  OK         0x49   0x0a       0x15       BU100 LPC
0xd9:2   rai00_19.hex  OK         0x4d   0x02       0x19       BU100 FX3S
Push enter key to continue
```

Additional Information:
Prepare USB pen drive with diskpart:
Open Microsoft Windows command prompt with administrator rights and type:
- diskpart
- list disk
- select disk x (x is the usb pen drive)
- clean
- create partition primary
- select partition 1
- active
- format quick fs=fat32
- assign
- exit

Extract the iso file or mount the iso image and copy the whole content to the USB pen drive.

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Revision History:

REVISION	DATE	CHANGE SUMMARY
000	March 04, 2021	Initial Release