



## PRIMERGY CUSTOMER INFORMATION BULLETIN

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**Number/Revision:**

PY-CIB070-00

**Issue Date:**

June 21, 2021

**Title:**

Toshiba SSD failure at 7 years 11 months due to firmware issue

**Applies to:**

- Toshiba SSD model numbers with firmware 5202 – 5204
  - PX02SMF020 – 200GB SSD
  - PX02SMF040 – 400GB SSD
  - PX02SMF080 – 800GB SSD
  - PX02SMB160 – 1.6TB SSD

**Effective Duration:**

Permanent

**Problem:**

The Toshiba SSDs used in several legacy PRIMERGY systems and ETERNUS JX storage enclosures fail after 7 years and 11 months of use.

**Cause:**

The affected SSD firmware writes an hourly log record as well as read/write operations on the SSDs data domain. It can only record up to 70,000 hours (nearly 7 years 11 months) of log data before the SSD reports a failure.

When the affected SSDs are used in a RAID configuration, it is possible for several SSDs to simultaneously fail due to this issue causing the data in the array to be lost.

February 2022 will be 7 years and 11 months since the first sale of the affected SSDs.

**Solution:**

New SSD internal firmware version 5205 is available which will correct the record logging issue. Updating the SSD firmware is the only way to prevent the SSDs from failing. Apply the new firmware by using the procedure described below.

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Download the new SSD firmware and a detailed description of how it is executed under the link below as a .zip file.

<https://support.ts.fujitsu.com/IndexDownload.asp?Softwareguid=D335AE8F-3F23-4FCD-9508-DE109E932DCE>

This .zip file contains:

- PRIMERGY\_SSD\_Firmware\_update\_Instructions.pdf
- FIXdisk-4.36\_PM2.iso

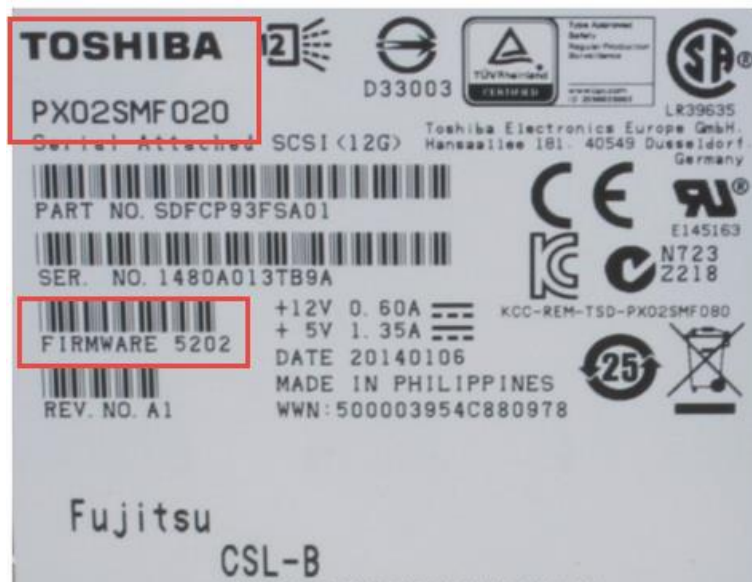
NOTE - If multiple target SSDs are installed in a system, all these SSDs will be automatically updated. **Please back up user data before updating the firmware!**

**Once the SSD fails because of this issue:**

- The data can't be recovered from the SSD by updating the firmware!
- It is necessary to restore data from back up after replacing the SSD(s).

If you need advice/support on this symptom, please open a Service Request.

### Example SSD Label





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### Revision History:

REVISION	DATE	CHANGE SUMMARY
00	June 21, 2021	Initial Release