



PRIMERGY CUSTOMER INFORMATION BULLETIN

Number/Revision:

PY-CIB074-00

Issue Date:

September 22, 2021

Title:

Windows may get stuck in the Windows logo screen while OS bootup is in progress

Applies to:

PRIMERGY series servers:

- RX2520 M4 / M5
- RX2530 M2 / M4 / M5 / M6
- RX2540 M2 / M4 / M5 / M6
- RX2560 M2
- RX4770 M3 / M4 / M5 / M6
- TX2560 M2
- TX2550 M4 / M5
- CX2550 M2 / M4 / M5
- CX2560 M4 / M5
- CX2570 M2 / M4 / M5

Summary:

Windows may get stuck in the Windows logo screen while OS bootup is in progress.

Symptoms and Occurrence Conditions:

Windows may get stuck in the Windows logo screen while OS bootup is in progress, if Hyper-V is enabled and the Intel(R) PROSet is installed.

When symptom occurs, the below logs are stored on iRMC system event log (SEL).

```
INFO      350028 'System BIOS': (PCI) Connector *: disabled
CRITICAL 12007A PCI: Completer Abort Slot: *
CRITICAL 120056 Legacy PCI Target Abort Slot: *
CRITICAL 120058 Legacy PCI SERR Slot: *
```

- The OS is either Windows Server 2012, 2012 R2, 2016, or 2019, and
 - BIOS "SR-IOV Support" is disabled, and
 - Hyper-V role is enabled, and
 - Intel(R) PROSet V24.1, V24.3 or V25.6 is installed
-



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Cause

LAN driver limitation.

Actions:

Change the "SR-IOV Support" setting in BIOS to "Enabled."

For information on how to configure the setting, refer to the manual of each model.

Revision History:

REVISION	DATE	CHANGE SUMMARY
00	September 22, 2021	Initial draft Release -- AVQ80