



## PRIMERGY CUSTOMER INFORMATION BULLETIN

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**Number/Revision:**

PY-CIB075-00

**Issue Date:**

November 24, 2021

**Title:**

Windows environment hangs up when running network trace with netsh command.

**Applies to:**

- PRIMERGY series servers:
- BX2560 M1, M2
- BX2580 M1, M2
- CX2550 M1, M2, M4, M5
- CX2560 M4, M5
- CX2570 M1, M2, M5
- RX1330 M1, M2, M3, M4
- RX2520 M1, M4, M5
- RX2530 M1, M2, M4, M5
- RX2540 M1, M2, M4, M5
- RX2560 M1, M2
- RX4770 M2, M3, M4, M5, M6
- TX1320 M2, M3, M4
- TX1330 M1, M2, M3, M4
- TX2540 M1
- TX2550 M4, M5
- TX2560 M1, M2

**Summary:**

Windows environment hangs up when running network trace with netsh command.

**Symptoms and Occurrence Conditions:****Symptoms**

- OS hangs up just after running command prompt to acquire network trace with netsh command
- Server hangs up just after running command prompt to stop network trace with netsh command

Hang up symptom includes that video redirection screen remains black, no reaction of keyboard or mouse operation. No error message displays.

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### Environment

The symptom occurs in the environment indicated as follows:

- (1) OS: Windows Server 2016, and
  - (2) Use the below Matrox G200e (MxG2eDO64.sys) display driver:
    - On Board Graphic driver for Windows Server 2016/2019 R507-04/10/2018, 4.4.50.4
    - On Board Graphic driver for Windows Server 2012 R2/2016 R505-06/06/2017, 4.3.3.3
    - On Board Graphic driver for Windows Server 2012 R2/2016 R504-02/06/2017, 4.3.2.15
- \*To check display driver version, open device manager of Windows Server 2016, right-click on the "Matrox G200e" displayed in [Display Adapters] to open its properties, and check the [Driver Details] in the [Driver] tab.

### Occurrence conditions

When using netsh.

### Cause:

This is due to the fact that MxG2eDO64.SYS is running in the system thread. The graphics driver uses a FIFO queue, but it is waiting for MxG2eDO64.SYS to process and waiting for the queue to free up. The driver is stuck in an infinite loop of processing on the driver side until the queue is empty.

### Preventive Method:

If using Windows Server 2016 and the Matrox-G200e display driver, use other packet capture tools such as Wireshark instead of netsh.

### Recovery Method:

Restart after turning off the power by pressing and holding the power button.

### Revision History:

REVISION	DATE	CHANGE SUMMARY
00	November 24, 2021	Initial draft Release

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