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PRIMERGY CUSTOMER INFORMATION BULLETIN

Number/Revision:
PY-CIB078-00

Issue Date:
January 12, 2022

Title:
PSOD and other events may occur in 49 days cycle when using SAS card in
PRIMERGY ESXi 7.0u2 environment

Applies to:
PRIMERGY CX2550 M5, M6
CX2560 M5, M6
RX1330 M4
RX2450 M1
RX2520 M5
RX2530 M5, M6
RX2540 M5, M6
RX4770 M5, M6
TX1330 M4
TX2550 M5

Target SAS Controller Card
PSAS CP500e S26361-F5793-L551 / S26361-F5793-E51 / S26361-F5793-E251
PSAS CP500e PY-SC3FBE / PYBSC3FBE / PYBSC3FBEL
PSAS CP503i S26361-F5792-L553 / S26361-F5792-E53 / S26361-F5792-E253
PSAS CP503i PY-SC3FB / PYBSC3FBL
PSAS CP503i (vSAN model) S26361-F5792-L554 / S26361-F5792-E254
PSAS CP503i (vSAN model) PY-SC3FBV / PYBSC3FBVL

Summary:
On the above mentioned Primergy Servers running VMware ESXi 7.0 Update 2, critical issues such as purple screen (PSOD) occurs in environments when device driver for SAS controller card lsi_msgpt35 is loaded

Symptoms and Occurrence Conditions:

[Symptoms]
Critical issues such as purple screen (PSOD) may occur in environments when device driver for SAS controller card lsi_msgpt35 is loaded
As purple screen occurs, the following message shows on the screen.
... disk name: naa.xxxxxxxxx detected suspended I/Os...

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[Occurrence conditions]
When ESXi host operation time is 49 days 17 hours 2 minutes 47.295 seconds and lsi_msgpt35 driver processes internal IO call to SAS controller, the symptom occurs.

Environment
    1) The above mentioned Primergy Servers running VMware ESXi 7.0 Update 2
And
    2) Running the following version of lsi_msgpt35 driver lsi_msgpt35 version **17.00.02.00-1vmw.702**

Cause:
The PSAS Controller driver "lsi_msgpt35" version 17.00.02.00-1vmw.702 driver process has a defect. This defect may cause critical issues such as an overflow in the internal processing in the IO call causing the ESXi host to cause purple screen (PSOD) when the "lsi_msgpt35" driver has been in operation for more than 49 days on the running ESXi host.

Preventive Method:
At the time this customer information bulletin was published no corrective methods has been made available therefore before the corrective steps are provided in the future we suggest that you make sure to restart the ESXi host before running the host for 49 consecutive days.

Please refer to these guidelines to determine how many days the ESXi host has been up and running:

[By using vSphere Client]
1) Through the Web browser, open vSphere Client to log in to vCenter Server.
https://<vCenter Server of FQDN>/ui/
2) At [Home], select [Host and Cluster].
3) From the inventory tree on left, select the target affected ESXi host
4) Check [continuous operation time] displayed in the center.

Output sample: **10 days**

[By using Host Client]
1) Through the Web browser, open Host Client to log in to ESXi host.
https://<ESXi host name of FQDN>/ui/
2) On [Navigator] window, select [Host].
3) check [up time].

Output sample: **10.00 days**

[By using direct console user interface (DCUI) or a SSH connection]

With the following command, ESXi host operation time can be confirmed.

uptime
Output sample: 0:00:00 up **10days**, 12:00:00, load average: 0.12, 0.16, 0.14

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Recovery Method:
Restart or reset the ESXi host from the iRMC interface to recover.

Revision History:

REVISION	DATE	CHANGE SUMMARY
00	January 12, 2022	Initial draft Release based on TC1C009-02