



## PRIMERGY CUSTOMER INFORMATION BULLETIN

---

**Number/Revision:**

PY-CIB078-01

**Issue Date:**

June 1, 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  
TX1320 M4  
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.xxxxxxxx detected suspended I/Os...

---



## PRIMERGY CUSTOMER INFORMATION BULLETIN

---

[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

---



## PRIMERGY CUSTOMER INFORMATION BULLETIN

---

### 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
01	June 1, 2022	Initial draft Release based on TC1C009-05

---