



PRIMERGY CUSTOMER INFORMATION BULLETIN

Number/Revision:

PY-CIB079-01

Issue Date:

April 08, 2022

Title:

PRIMERGY M4 models, a memory failure indication may be falsely detected during POST

Applies to:

Primergy
RX2520 M4
RX2530 M4
RX2540 M4
TX2550 M4
RX4770 M4

Summary:

In certain PRIMERGY M4 models listed above, a memory failure indication may be falsely detected by the BIOS during POST

Symptoms

When processing BIOS POST during reboot, a false detection of a predicted memory failure may occur.

and

The following contents will be recorded in the SEL:

Example:

```
2021/xx/xx xx:xx:xx 'DIMM-xx': Memory module failure predicted
```

The status of the target DIMM is indicated as a “predicted failure” in iRMC GUI and ServerView along with the CSS-LED being illuminated.



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Environment

The occurrence has been confirmed when using the below servers and BIOS releases.

RX2520 M4 : BIOS R1.41.0 thru R1.50.0

RX2530 M4 : BIOS R1.41.0 thru R1.50.0

RX2540 M4 : BIOS R1.41.0 thru R1.50.0

TX2550 M4 : BIOS R1.41.0 thru R1.50.0

RX4770 M4 : BIOS R1.31.0 thru R1.40.0

Cause:

This is caused by an issue in the BIOS firmware.

Workaround:

Please Shutdown and perform AC power cycle on the server. The "Prefailure" status and the CSS-LED status should be cleared.

Solution:

Update the server BIOS to the latest version as recommended below.

RX2520 M4 : BIOS R1.53.0 version or later

RX2530 M4 : BIOS R1.53.0 version or later

RX2540 M4 : BIOS R1.53.0 version or later

TX2550 M4 : BIOS R1.53.0 version or later

RX4770 M4 : BIOS R1.43.0 version or later

Revision History:

REVISION	DATE	CHANGE SUMMARY
00	January 12, 2022	Initial draft Release based on TC1C004-01/ TC1C003-01
01	April 08, 2022	TC1C004-03 / TC1C003-03
