



PRIMERGY CUSTOMER INFORMATION BULLETIN

Number/Revision:

PY-CIB051-00

Issue Date:

July 20, 2020

Title:

A Link Down/Up May Occur on Intel 1Gbps Ethernet Ports on VMware ESXi 6.5/6.7

Applies to:

- PRIMERGY
 - Onboard LAN
 - PRIMERGY TX1320 M3/M4
 - PRIMERGY TX1330 M3/M4
 - PRIMERGY RX1330 M3/M4
 - PRIMERGY RX2530 M4/M5
 - PRIMERGY RX2540 M4/M5
 - PRIMERGY CX2560 M5
 - PRIMERGY LX1430 M1
 - Options
 - PLAN CP 2x1Gbit Cu Intel I350-T2
(Part Number: S26361-F4610-L502 / S26361-F4610-E2 / S26361-F4610-E202)
 - PLAN CP 4x1Gbit Cu Intel I350-T4
(Part Number: S26361-F4610-L504 / S26361-F4610-E4 / S26361-F4610-E204)
 - PRIMEQUEST
 - Onboard LAN
 - PRIMEQUEST 2000 series I/O Unit (1GbE)
(Part Number: MC-3HUX31 / MC-2HUX31 / MC-3HUX31B)
 - PRIMEQUEST 2000 series options
 - Dual Channel 1000BASE-T Card
(Part Number: MC-0JGE81 / MC-0JGE82 / MC-0JGEA1 / MC-0JGEA2 / MCX0JGE81 / MCX0JGE82 / MCX0JGEA1)
 - Quad Channel 1000BASE-T Card
(Part Number: MC-0JGE91 / MC-0JGE92 / MC-0JGEB1 / MC-0JGEB2 / MCX0JGE91 / MCX0JGE92 / MCX0JGEB1)
 - PRIMEQUEST 3000 series options
 - PLAN CP 2x1Gbit Cu Intel I350-T2 LP
(Part Number: MC-0JGEC1 / MCX0JGEC1 / MC-0JGEC2)
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- PLAN CP 4x1Gbit Cu Intel I350-T4 LP
(Part Number: MC-0JGED1 / MCX0JGED1 / MC-0JGED2)
- Operating System
 - VMware ESXi 6.5 and 6.7

Effective Duration:

Permanent

Problem:

A link down/up may occur on Intel 1Gbps Ethernet ports on VMware ESXi 6.5/6.7. As a result, host and virtual machine network communication may stop temporarily.

Cause:

Due to an error in the igbn driver 1.4.7 or older, the Intel 1Gbps Ethernet controller may be reset. As a result, the host and/or virtual machine network stops working temporarily.

Solution:

Update the igbn driver to 1.4.10. The driver can be obtained from My VMware:

- For VMware ESXi 6.5
<https://my.vmware.com/en/web/vmware/downloads/details?downloadGroup=DT-ESXI60-INTEL-IGBN-1410&productId=491>
- For VMware ESXi 6.7
<https://my.vmware.com/en/group/vmware/downloads/details?downloadGroup=DT-ESXI67-INTEL-IGBN-1410&productId=742>

Revision History:

REVISION	DATE	CHANGE SUMMARY
000	July 20, 2020	Initial Release
