



PRIMERGY CUSTOMER INFORMATION BULLETIN

Number/Revision:

PY-CIB062-00

Issue Date:

February 3, 2021

Title:

CSS Indicator May Be Turned On Incorrectly

Applies to:

- PRIMERGY using iRMC S5 Firmware 2.60P or earlier
 - PRIMERGY CX2550 M4/M5
 - PRIMERGY CX2560 M4/M5
 - PRIMERGY CX2570 M4/M5
 - PRIMERGY RX1330 M4
 - PRIMERGY RX2520 M4/M5
 - PRIMERGY RX2530 M4/M5
 - PRIMERGY RX2540 M4/M5
 - PRIMERGY RX4770 M4/M5
 - PRIMERGY TX1320 M4
 - PRIMERGY TX1330 M4
 - PRIMERGY TX2550 M4/M5
 - RAID Adapter
 - PRAID CP400i
(P/N: S26361-F3842-E1/S26361-F3842-L501)
 - PRAID EP400i
(P/N: S26361-F5243-E11/S26361-F5243-L11)
 - PRAID EP420i
(P/N: S26361-F5243-E12/S26361-F5243-L12, S26361-F5243-E14/S26361-F5243-L14)
 - PRAID EP520i
(P/N: S26361-F4042-E2/S26361-F4042-E202/S26361-F4042-L502)
 - PRAID EP540i
(P/N: S26361-F4042-E4/S26361-F4042-E204/S26361-F4042-L504, S26361-F4042-E214/S26361-F4042-E224/S26361-F4042-L514)
 - PRAID EP580i
(P/N: S26361-F4042-E8/S26361-F4042-E208/ S26361-F4042-E228/S26361-F4042-L508)
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Effective Duration:

Permanent

Problem:

When this issue occurs, the iRMC Web GUI shows the warning status on the RAID card, and the CSS indicator is turned on. However, the iRMC does not record this event in SEL or IEL, and ServerView RAID Manager shows the RAID card status as "OK".

The screenshot shows the iRMC Web GUI interface. At the top, there is a yellow warning icon and the text "Mass Storage". Below this, there is a section for "Storage Controllers" with a yellow warning icon and a plus sign. Underneath, a table displays the status of a storage controller. The table has five columns: Status, Product, Firmware Package Version, Physical Disks, and Logical Drives. The row shows a "Warning" status, "PRAID EP400i (0)" product, "24.21.0-0076" firmware version, "2" physical disks, and "1" logical drive. Below the table, there is a section for "Directly Connected Drives" with a minus sign.

Status	Product	Firmware Package Version	Physical Disks	Logical Drives
Warning	PRAID EP400i (0)	24.21.0-0076	2	1

Cause:

This is caused by a firmware bug in iRMC S5 firmware 2.60P or earlier.

Solution:

Update iRMC S5 Firmware to 2.63P or later. Firmware can be obtained from the Fujitsu download site:

<https://support.ts.fujitsu.com/IndexDownload.asp?lng=en>

Revision History:

REVISION	DATE	CHANGE SUMMARY
000	February 3, 2021	Initial Release