

Date: 11/18/2019

Issue: BIOS issue affecting Gen 2 Systems

Related Hardware: Dell Server PowerEdge R330/R230/T330/T130

Overview: There is a BIOS issue with Dell Server PowerEdge R330/R230/T330/T130 that may cause the server to crash. It has been observed that a hard reset of the server is the only way to recover from the crash. Without a updating the BIOS the crash may occur again.

Should a crash occur the error message below will be displayed on a monitor attached to the server:

"Memory detected but is unconfigurable"

Solution: All Gen 2 system owners with the affected servers are strongly encouraged to update the BIOS for these servers to Version 2.7.1 or later. This version has enhanced BIOS security protection features. It updates the Intel Xeon Processor E3-1200 v5 Microcode to version 0xCC and Xeon Processor E3-1200 v6 Microcode to version 0xB4.

The detailed explanation and resolution of this issue can be found at:

<https://www.dell.com/support/home/us/en/19/drivers/driversdetails?driverid=dj7xk&oscode=w12r2&productcode=poweredge-r330>

For questions regarding this Field Service Bulletin, please contact the KENWOOD Viking team at 1.800.328.3911, option 3.