

PSN # PSN005063u

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Severity/risk level Medium Urgency when convenient

Name of problem IP Office Dell R230 XL Server (390081) – HD Write Cache needs to be enabled.

Products affected

390081 - R230 XL SERVER IP OFFICE UNIFIED COMMUNICATIONS

Problem description

Avaya has found a configuration error in the BIOS settings on the Dell R230 XL that may affect system performance. The SATA HD WRITE CACHE setting needs to be enabled.

A symptom of the impact can be seen in the Service Alarms in the IP Office System status display.

Error Description: HD I/O Utilization: Exhausted

The R230 XL servers started shipping from Avaya in April 2017. Servers shipped after August 14, 2017 have the correct setting.

Resolution

Restart the server to access the System Setup Menu, which will then give the user the option to enter the System BIOS configuration interface.

The link to the PDF that Dell provides for the BIOS document:

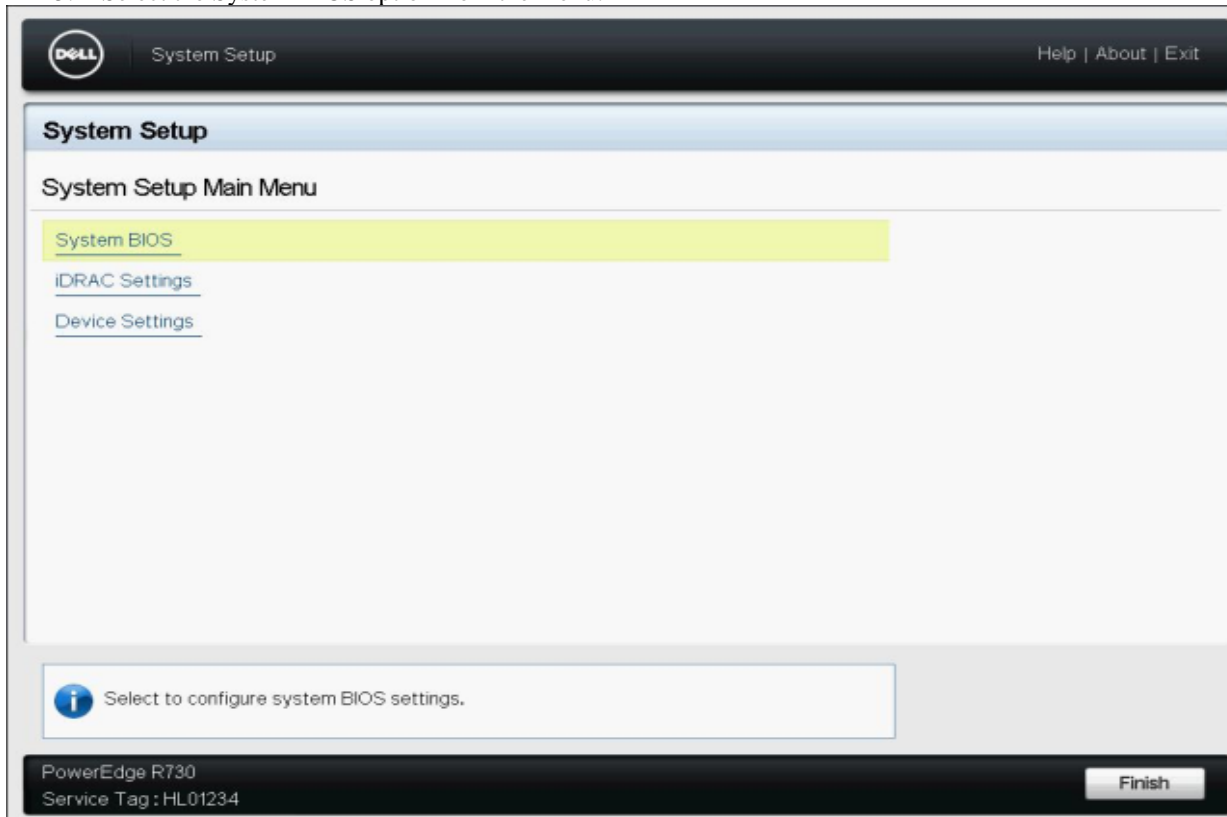
http://en.community.dell.com/cfs-file/_key/telligent-evolution-components-attachments/13-4491-00-00-20-44-05-27/BIOS-Setup-User-Guide.pdf

Equipment needed:

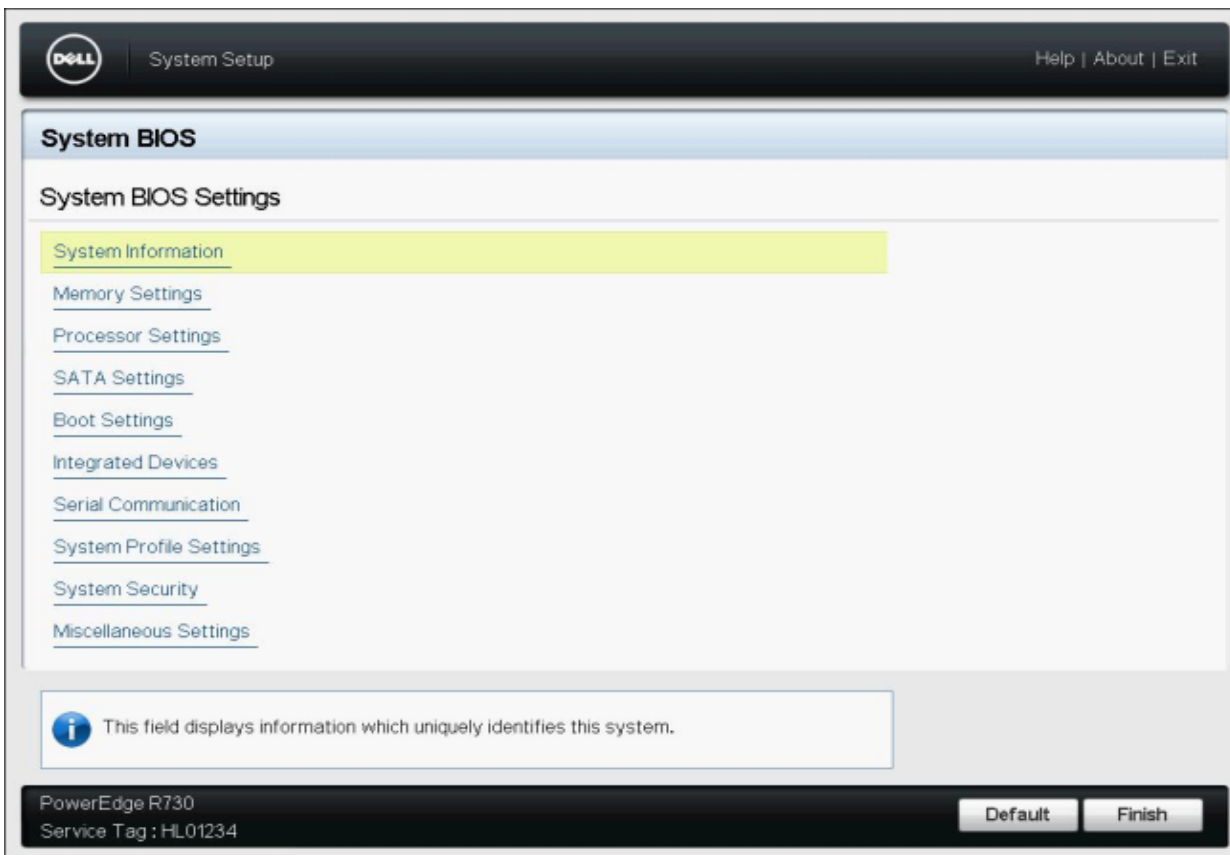
A monitor, USB keyboard, USB mouse, and Dell R230XL server

Procedure to fix issue:

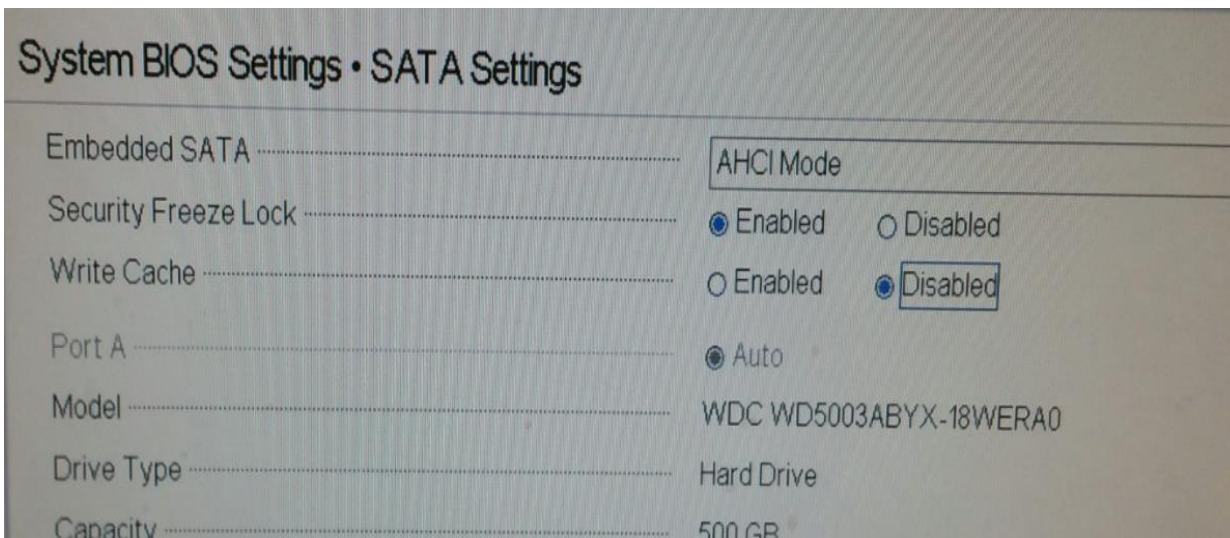
1. Log in to the server over a web interface and properly shut it down for maintenance.
2. Connect the monitor, USB keyboard, and USB mouse to a Dell server.
3. Restart the server.
4. Press <F2> on the USB keyboard immediately after you see the message F2 = System Setup during system start up on the monitor.
5. Select the System BIOS option from the menu.



6. Select SATA Setting from the Main System BIOS Menu.



7. Change the Write Cache setting from **Disabled** to **Enabled**.



8. Press the **Finish** button in the lower right corner, and save the changes.
9. Reboot the server.

The server will now restart with the correct settings and will perform as expected.

Workaround or alternative remediation

n/a

Remarks

n/a

Patch Notes

Backup before applying the patch

n/a

Download

n/a

Patch install instructions

Service-interrupting?

Manual BIOS settings are explained above.

Yes

Verification

n/a

Failure

n/a

Patch uninstall instructions

n/a

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

n/a

Avaya Security Vulnerability Classification

n/a

Mitigation

n/a

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