

# Service Facts

Desktop systems

BIOS/UEFI Recovery required after  
Windows Update

<b>Category:</b>	<b>DESKTOP</b>
<b>Version Number:</b>	<b>1.0</b>
<b>Version Date:</b>	<b>2025-06-18</b>
<b>Target Audience &amp; Document Classification:</b>	<b>Fujitsu Public</b>

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Affected Product(s):	N/A
Affected Operating System(s):	Windows 10

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The user is explicitly advised that the use of the software can be associated with significant security risks, since future Windows 10 Updates will be cumulative updates, i.e. the following Windows 10 updates could lead to the same error pattern again, which is why <Secure Boot> = <Disabled> must be applied additionally. This requirement may be eliminated by a future BIOS update, which however is not planned for all affected systems.

If necessary, security risks can be minimized, but not completely eliminated, by restricting boot options.

By using this software and the instructions, the user agrees to the above conditions for the use of this software.

## Subject / Issue / Affected systems

This document describes how to restore system functionality in case the computer does no longer start after installing specific Microsoft Windows Updates since June 2025 (e.g. KB5060533, KB5061010, KB5060531). The issue does only occur, if BIOS option "**Security -> Secure Boot Configuration -> Secure Boot Control: Enabled**" is set.

### Error symptoms:

- The system remains stuck in POST displaying the FUJITSU logo.
- It is not possible to open the BIOS setup by pressing the F2 key.
- It is not possible to open the boot menu by pressing the F12 key.

### Affected systems:

Model:	Status:	Mainboard:	BIOS Update planned?
CELSIUS J550	EoL	D3427-A1	no
CELSIUS W550	EoL	D3417-A1 D3417-A2	yes
CELSIUS W550 Power-L	EoD	D3417-A1 D3417-A2	yes
ESPRIMO D556	EoL	D3430-A1	no
ESPRIMO D556/E94+ PPC	EoD	D3420-C1 D3420-D1	yes
ESPRIMO D756	EoL	D3431-A1	no
ESPRIMO D956	EoL	D3432-A1	no
ESPRIMO P556 ESPRIMO PH556	EoL	D3400-A1	no
ESPRIMO P756	EoL	D3401-A1	no
ESPRIMO P956	EoL	D3402-A1	no
ESPRIMO Q556	EoL	D3403-A1	no
ESPRIMO Q556/D	EoL	D3403-B1	no
ESPRIMO Q956	EoL	D3413-A1	no
ESPRIMO X956 ESPRIMO X956/T	EoL	D3444-A1	no

EoL = End of life cycle



EoD = End of distribution

The issue can be fixed by performing a BIOS/UEFI Recovery on the system as described in the procedure below:

- Download the "FreeDOS BootStick" tool and create a bootable USB stick (maximum capacity 32 GB): <https://support.ts.fujitsu.com/IndexDownload.asp?lng=DE&SoftwareGUID=4C7EAC35-E4B9-4EB2-B51D-C7AB265A9690>  
Please note, that the USB stick may only contain one partition which is formatted with the file system "FAT32".
- Copy all ".rom" files contained in the sub-folder "BIOS\_Files" of this package to the root directory of the USB stick, example:

Name	Änderungsdatum	Typ	Größe
D3400-A1.rom	13.06.2025 15:44	ROM-Datei	6.144 KB
D3401-A1.rom	29.09.2021 14:36	ROM-Datei	8.192 KB
D3402-A1.rom	29.09.2021 14:46	ROM-Datei	8.192 KB
D3403-A1.rom	29.09.2021 14:55	ROM-Datei	6.144 KB
D3403-B1.rom	29.09.2021 15:02	ROM-Datei	6.144 KB
D3413-A1.rom	29.09.2021 15:11	ROM-Datei	8.192 KB
D3417-A1.rom	27.01.2020 13:03	ROM-Datei	8.192 KB
D3417-A2.rom	29.09.2021 15:31	ROM-Datei	8.192 KB
D3420-C1.rom	27.01.2020 13:33	ROM-Datei	6.144 KB
D3420-D1.rom	27.01.2020 13:40	ROM-Datei	6.144 KB
D3427-A1.rom	12.10.2021 13:27	ROM-Datei	8.192 KB
D3430-A1.rom	29.09.2021 16:25	ROM-Datei	6.144 KB
D3431-A1.rom	29.09.2021 16:33	ROM-Datei	8.192 KB
D3432-A1.rom	29.09.2021 16:41	ROM-Datei	8.192 KB
D3444-A1.rom	29.09.2021 16:49	ROM-Datei	8.192 KB
KERNEL.SYS	17.06.2025 14:47	Systemdatei	45 KB
ThirdPartyLicenses.txt	17.06.2025 14:47	Textdokument	19 KB

- Turn off the system and disconnect it from the power supply.
- Open the housing, see Operating Manual of the device which can be downloaded from the Support Web Page under "Documents": <https://support.ts.fujitsu.com/IndexDownload.asp?lng=com>
- Please change the jumper on the "FRONTPANEL" from the "Default" position to the "Recovery" position, as shown in section "[Additional Information](#)" below.
- Plug the prepared USB stick to a USB 2.x port of the system and remove all other bootable USB devices:

USB 2.x	USB 3.x
	

- Connect the system to the power supply.  
Usually it should turn on automatically. If it does not, please press the Power Button to turn it on. The Recovery process should start automatically. Please note, that the process may take up to ten minutes.  
During the Recovery a repeating short beep will be emitted, if the system is equipped with speaker. If BIOS/UEFI Recovery was successful, after a long beep there will be a repeating beep sequence "short-short-long-long".
- Once the Recovery process is complete turn off the system and disconnect it from the power supply.
- Remove the USB stick.
- Restore the jumper on the "FRONTPANEL" from the "Recovery" position to the "Default" position, as shown in section "[Additional Information](#)" below.
- Close the housing.
- Connect the system to the power supply and turn it on.
- Upon POST screen with FUJITSU logo please press the <F2> key repeatedly to enter BIOS Setup.
- Set the following option:  
**Security -> Secure Boot Configuration -> Secure Boot Control: Disabled**
- Please make sure to set additional options to their values present before BIOS/UEFI Recovery; for example if the system is using a RAID configuration, you must re-enable RAID under "**Advanced -> Drive Configuration -> SATA Mode**").
- Save the setting ("**Save & Exit -> Save Changes and Exit**").
- The system should now restart correctly.

#### **Note:**

To avoid the issue in the future please make sure, that "**Secure Boot Control**" keeps being set to "**Disabled**" as described above.

### **Solution / Workaround / Consequences**

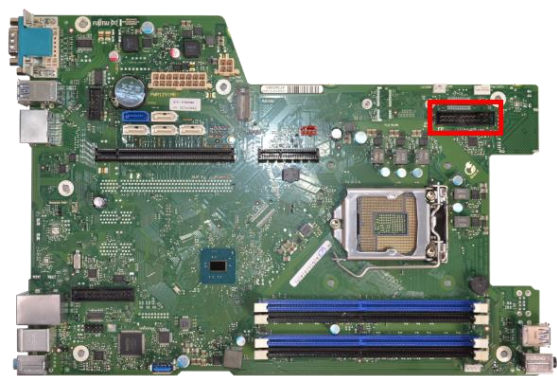
The user is explicitly advised that the use of the software can be associated with significant security risks, since future Windows 10 Updates will be cumulative updates, i.e. the following Windows 10 updates could lead to the same error pattern again, which is why <Secure Boot> = <Disabled> must be applied additionally. This requirement may be eliminated by a future BIOS update, which however is not planned for all affected systems.

If necessary, security risks can be minimized, but not completely eliminated, by restricting boot options.

**Additional Information**

**CELSIUS J550 / ESPRIMO D556 / ESPRIMO D756 / ESPRIMO D956  
D3427-A1 / D3420-C1 / D3420-D1 / D3430-A1 / D3431-A1 / D3432-A1**

FRONTPANEL location (sample image):

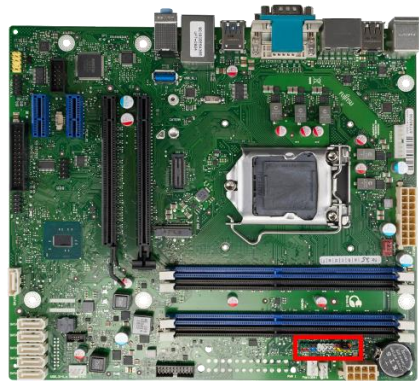


Jumper positions (sample images):

Default:	Recovery:

**CELSIUS W550  
D3417-A1 / D3417-A2**

FRONTPANEL location (sample image):

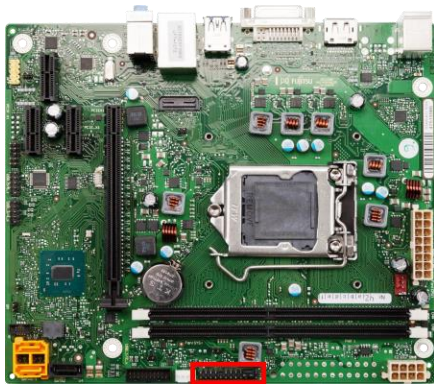


Jumper positions (sample images):

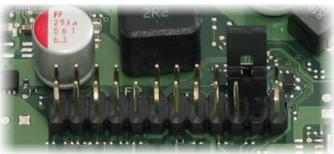
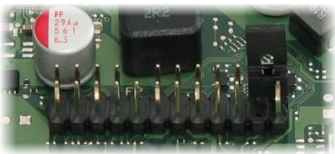
Default:	Recovery:

**ESPRIMO P556 / ESPRIMO PH556  
D3400-A1**

FRONTPANEL location (sample image):

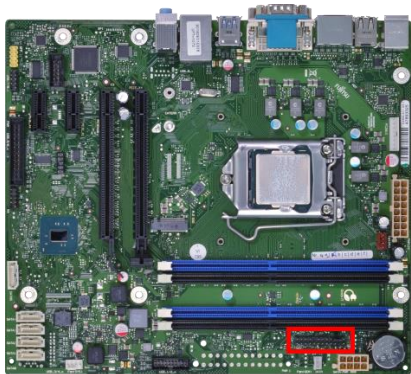


Jumper positions (sample images):

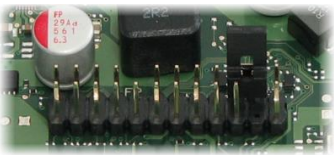
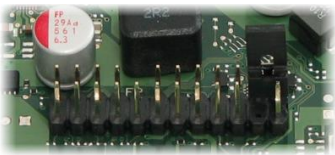
Default:	Recovery:
	

**ESPRIMO P756 / ESPRIMO P956  
D3401-A1 / D3402-A1**

FRONTPANEL location (sample image):



Jumper positions (sample images):

Default:	Recovery:
	

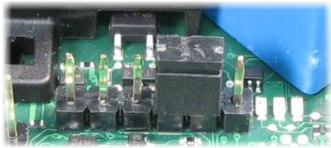
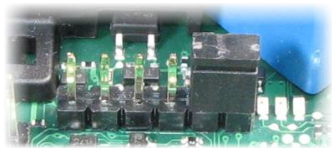


**ESPRIMO Q556 / ESPRIMO Q956**  
**D3403-A1 / D3403-B1 / D3413-A1**

FRONTPANEL location (sample image):



Jumper positions (sample images):

Default:	Recovery:
	

**ESPRIMO X956 / ESPRIMO X956/T**  
**D3444-A1**

In order to perform a BIOS/UEFI Recovery on this system you need to press the Recovery Button instead of setting a jumper.

Location of the Recovery Button:



Outside view:	Inside view:
	



## Document Change History

Version	Status	Date	Change in chapter	Short comment
1.0	Definitive	2025-06-18	-	Initial release

Document authorizer:

Document status:

Valid

Retention period :

Retention period is unlimited

Next review date

### Contact

Fsas Technologies  
Global Technical Support  
technical.support@fujitsu.com

### Partner Login

Partners.ts.fujitsu.com

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