Exacq Storage Issues

There have been various issues since 7.8 to 9.0.3 that most will attribute to Hard Disk Drive issues. To date we have not had any HDD issues but there have been some software and hardware issues that affects storage in various ways.

Drives failing WD Self Test:

Issue

Drive shows failed on the Hardware tab in the exacqVision Storage area. Certain combinations of exacqVision and other read/write data could cause the Western Digital Drive Short Test (WD DST) to intermittently get stuck in a loop and write excessively to a specific physical drive location dedicated for testing, which causes false failure alerts.

Affected Version

Exacq Server 7.8 - 8.0

See KB: 22936 https://exacq.com/kb/?crc=22936 for more detail

Drive not found HBA issue:

Description

The HBA (Host Bus Adapter) can get damaged by the HBA clamp. Specifically the SATA 3 port capacitor can get damaged.

NOTE**:** The damage to the HBA does not affect all units. This has been seen in a very limited number. The clamp is there for shipping purposes only can may be removed. The card can become damaged only during shipping.

Platform

A-Series systems with more than 4 drives (non raid)

NOTE**:** A-Series IP only systems do <u>not</u> use a hold down bracket for the HBA after 11/01/2016.

NOTE**:** A-Series Hybrid systems use a modified hold down bracket for the HBA after 11/01/2016.

See KB: 55093 https://exacq.com/kb/?crc=55093 for more detail

Motherboard drives displaying "Red" on Storage Hardware tab:

Description

Motherboard drives (including OS SSD) displaying "Red" on Storage Hardware tab only

See KB: 2383 https://exacq.com/kb/?crc=2383 for more detail

Drives showing offline or write error on Storage Drive and Hardware tab:

Description

Drives on Storage => Drive and Hardware tab showing offline or write error.

See KB: 15498 https://exacq.com/kb/?crc=15498 for more detail

Drives showing offline in linux:

Some users are experiencing multiple drives in an 'Offline' status with Linux systems containing host bus adapters. This may also present drives not on the HBA as 'Offline' or with 'Write Errors'.

See KB: 62281 https://exacq.com/kb/?crc=62281

WD Firmware upgrade for 2TB RR02 drives:

Exacq has been made aware of a firmware issue affecting 2TB Western Digital drives. This issue manifests itself on our exacqVision servers as a drive in the RAID Array going to 'Unconfigured Bad'. While this is a recoverable error, due to the nature of the firmware issue with Western Digital, it will occur again. The scope of when these drives were used is fairly narrow within Exacq.

See KB: 47094 https://exacq.com/kb/?crc=47094 for more detail