## exacqVision Support Portal

# Hard Drive Self-Test Broken On Older Linux Systems with 9.2

### Symptom:

When clicking the 'Self-Test' button for hard drives, nothing happens.

### **Problem:**

Introduced in exacqVision Server 9.2.1, a code change broke the self-test functionality for older Linux systems that do not have Smartctl installed.

Smartctl is not listed in the 'Version Information' panel on the 'System Information' page of the client.

#### **Solution:**

Option 1: If license subscription allows, update the exacqVision Server version to 9.4 or higher.

Option 2: If license subscription does not allow update, either downgrade to sever version 9.0, or install Smartctl by running the following command in Terminal:

#### sudo apt-get install smartctl

