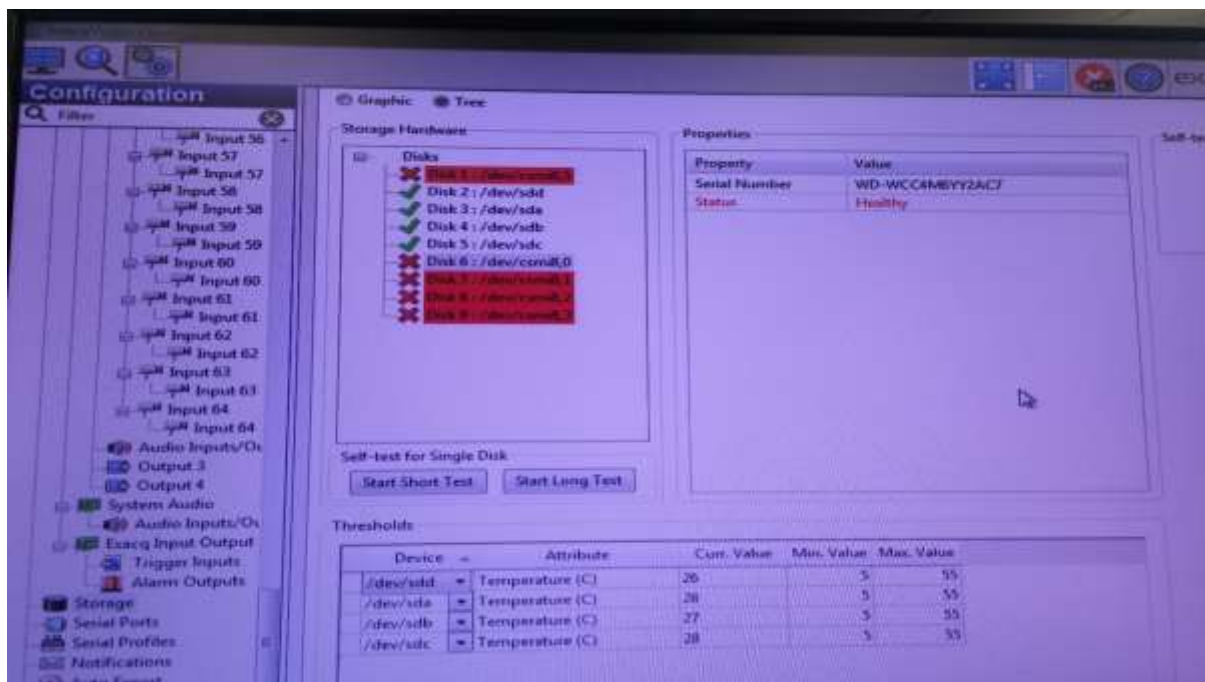


# Motherboard drives displaying "Red" on Storage Hardware tab

## Description

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



## Platform

Windows A-Series with HBA (more than 4 drives)

## Steps to reproduce

Shut down the Exacq server and remove power

**Note:** Removing the power is the key part, just a normal shutdown will not produce this issue.

## Expected result

All drives show "Green" and Healthy on the Storage Hardware tab.

## Actual result

Just the drives on the Motherboard (including the OS SSD) show "Red" but healthy on the Storage Hardware tab

**Note:** All drives on the Storage Drive tab show Green and Healthy

**Note:** The drives are good, the system is recording to the drives when in this state. No known adverse effect to the customer when in this state.

## Work around

Rebooting the system will return the drives to Green Healthy on the Storage Hardware tab

## Fix

We know that rebooting the system will fix the problem until the next time the system losses power. If still in the state where it is showing the drives offline, navigate to the Windows Device Manager, expand storage controllers (it might be labeled as IDE ATA/ATAPI Controllers), and disable Standard Dual Channel pci ide controller.

Again, you will not see the Standard Dual Channel pci ide controller listed if it is not still in the state where you see the offline drives (after a reboot). If a reboot has been performed, you must shut down the system, pull power, and then boot back up to disable the Standard Dual Channel pci ide controller.