

WD Firmware upgrade for 2TB RR02 drives

[Firmware Issue Affecting 2TB Western Digital 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.

[How do I know if my system has the faulty RR02 firmware?](#)

The only systems Exacq built using drives with this firmware were the A and Z-Series servers with RAID and 2TB drives. Browse to your 'Configuration' page and select 'Storage' from the tree. Then select the 'Hardware' tab on the right. As you select 'disks' listed, you will see a Firmware Version listed. If this is RR02, proceed to the firmware upgrade process. If not, **no action is needed**.

[What do I do if I have RR02 firmware?](#)

Please see the PDF attached to this KB