

# GRIDScaler™

## SFA Pool Rebuild Needed Before Running File System Check

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**ALERT!** Don't run a file system check (**mmfsck**) if a failed or offline drive on the storage contains good data. Running **mmfsck** could make the good data unrecoverable.

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### Determination of Best Practice

If a drive is failed or otherwise offline, but is known to contain good data, it is important to recover the data from that drive at the hardware level *before* running a file system check (**mmfsck**). If **mmfsck** is run prematurely, the data on the failed or offline drive is ignored. If **mmfsck** is attempting to rebuild the file system, the rebuild will fail and data could become unrecoverable.

If you encounter a failed or offline drive, you should use SFA OS to rebuild the pool containing that drive first. Only after the pool is successfully rebuilt at the hardware level should you run **mmfsck** to rebuild the file system.

If you have never done this before or are uncertain how to proceed, please contact DDN Support for assistance. In general, DDN advises customers to *always* contact DDN Advanced Support before running **mmfsck**.

### Checking Drive Health Status

#### File System Drive Health

To determine whether any drives are offline or failed **with respect to the file system**, run the

command:

```
mmlsdisk <fs_name>
```

where **<fs\_name>** should be replaced by the actual name of the file system of interest.

If a drive is reported as unhealthy at the file system level, you should **check it at the hardware level** using SFA OS before taking any action.

## Hardware Drive Health

To determine whether any drives are offline or failed **with respect to the SFA hardware**, run the commands:

```
show vd *  
show pd *
```

Determining health status at both the hardware and file system levels will help determine the nature of any problem and suggest appropriate recovery steps.

## Contacting DDN Technical Support

Please contact DDN Technical Support at any time if you have questions or require assistance. Support can be reached by phone, by email, or on the web as listed below.

### Web

*DDN Community Support Portal*  
*Portal Assistance*

<https://community.ddn.com/login>  
[webportal.support@ddn.com](mailto:webportal.support@ddn.com)

### Telephone

*DDN Support Worldwide Directory*

<http://www.ddn.com/support/contact-support>

### Email

*Support Email*

[support@ddn.com](mailto:support@ddn.com)

### Bulletins

*Support Bulletins*

*End-of-Life Notices*

*Bulletin Subscription Requests*

<http://www.ddn.com/support/technical-support-bulletins>

<http://www.ddn.com/support/end-of-life-notices>

[support-tsb@ddn.com](mailto:support-tsb@ddn.com)