

SFA14K™

SS8462™

Amphenol 3 Meter Optical SAS Cable Recall

For Immediate Action

Certain 3 meter optical SAS cables manufactured by Amphenol and sold by DDN **are being recalled** for rework or replacement. Specifications for the faulty cables are as follows:

FEATURE	SPECIFICATION
Length	3 meters
Core Material	Optical fiber
Connectors	HD mini-SAS to HD mini-SAS
Active/Passive	Active
Speed Rating	12 Gbps
Protocol	SAS 3.0 (HD-SAS)
Manufacturer	Amphenol
Manufacturer's Part Number	FOHNB23P-00003
Manufacturing Date Codes	1601, 1602, 1603, 1604
DDN Manufacturing Part Number	75-00304-3R0
DDN Ordering (FRU/CRU) Part Number	CBL-HMSHMS12O-3

DDN sells these cables exclusively for use with storage array controllers in the SFA14K family and SS8462 drive enclosures. Only cables with **date codes 1601 through 1604** are affected.

Issue Summary and Root Cause

SFA14K installations using Amphenol 3 meter optical SAS cables with date codes 1601 through 1604

may experience one or more of the following symptoms:

- Cables are “dead on arrival”, meaning they fail to establish a link to the controller at time of initial installation.
- Cables that initially appear functional may connect intermittently or require jiggling of the connectors to establish a connection.
- Cables establish a connection, but drop data transfer speed to 6 Gbps from the expected 12 Gbps.
- Multiple SW_ABORTED_CMD errors may be reported by SFA OS.

These issues have been traced to a faulty HD mini-SAS connector on these cables (shown below).



These connectors are not passive electromechanical or optoelectric devices. They perform active signal processing functions. Fault analysis by DDN has determined that, in cables manufactured during the date range in question, an internal link between processing components inside the connector was mechanically loose and could not maintain a reliable connection.

Identifying Affected Cables

To determine whether a recalled cable is installed on your SFA14K storage array, run the CLUI command:

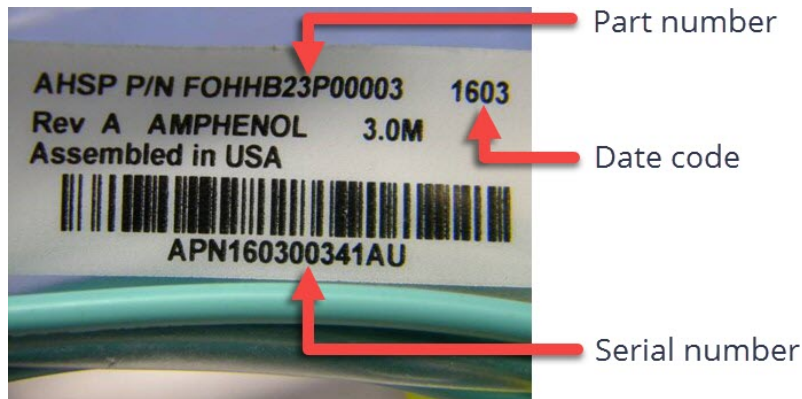
```
show sas all
```

For each cable on the storage array, this command reports the cable vendor name, the vendor part number, and the cable serial number. These values determine whether the cable is part of the faulty connector batch. For example:

Enclosure Position:	4	←Identifies enclosure to which cable connects
Enclosure Index:	4	
Enclosure OID:	0x50000004	
Connector Position:	1	←Identifies SAS port on enclosure where cable connects
Connector Name:	IOM A Host 1	
Connector Type:	Mini-SAS HD 4x	
Cable Vendor Name:	AMPHENOL	←Only this vendor is affected
Cable Part Number:	FOHNB23P00003	←Only this part number is affected
Cable Serial Number:	APN160300341AU	←Check this serial number against list in next section

If any cables are reported with the vendor name Amphenol and part number FOHHB23P00003, those cables are potentially affected by the faulty connector issue. Your next step is to **check the cable serial number** against the list in the next section. Listed cable serial numbers are in the affected date codes 1601 through 1604. If your cable serial number is listed, it needs to be replaced.

You can verify that you are replacing the correct cable by visual inspection. Amphenol cables have an identifying tag like that shown below:



Recalled Cable Serial Numbers

If a 3 meter optical SAS cable from Amphenol has one of the serial numbers listed in the table below, **it should be replaced**. Please contact DDN Support to arrange for replacement.

NOTE It is possible that you have Amphenol cables in the 1601 to 1604 date range that are not listed below. If this is the case, **the cable has already been repaired in the factory** and returned to the field. There is no need to replace any cables that are not listed below.

RECALLED CABLE SERIAL NUMBERS			
APN1539003335M	APN1539003335N	APN1539007335K	APN15400073416
APN1601003416B	APN1601003416C	APN1601003416E	APN1601003416F
APN1601003416G	APN1601003416H	APN1602003417H	APN1602003417J
APN1602003417K	APN1602003417L	APN1602003417M	APN1602003417N
APN1602003417Q	APN1602003417R	APN1602003417S	APN1602003417T
APN1602003417U	APN1602003417V	APN1602003417W	APN1602003417X
APN1602003417Y	APN1602003417Z	APN16030034182	APN16030034183
APN16030034186	APN16030034187	APN16030034188	APN16030034189
APN1603003418B	APN1603003418C	APN1603003418D	APN1603003418F
APN1603003418H	APN1603003418J	APN1603003418K	APN1603003418L
APN1603003418M	APN1603003418N	APN1603003418P	APN1603003418Q
APN1603003418R	APN1603003418S	APN1603003418T	APN1603003418U
APN1603003418V	APN1603003418X	APN1603003418Y	APN1603003418Z
APN16030034190	APN16030034192	APN16030034193	APN16030034194
APN16030034195	APN16030034196	APN16030034197	APN1603003419A
APN1603003419B	APN1603003419D	APN1603003419E	APN1603003419G

RECALLED CABLE SERIAL NUMBERS (continued)			
APN1603003419H	APN1603003419L	APN1603003419N	APN1603003419P
APN1603003419Q	APN1603003419R	APN1603003419S	APN1603003419T
APN1603003419V	APN1603003419W	APN1603003419X	APN1603003419Y
APN1603003419Z	APN160300341A0	APN160300341A1	APN160300341A2
APN160300341AE	APN160300341AL	APN160300341AM	APN160300341AN
APN160300341AP	APN160300341AQ	APN160300341AS	APN160300341AU
APN160300341AU	APN160300341AV	APN160300341AW	APN160400341AY
APN160400341AZ	APN160400341B0	APN160400341B1	APN160400341BB
APN160400341BC	APN160400341BD	APN160400341BG	APN160400341BH
APN1603003419H	APN1603003419L	APN1603003419N	APN1603003419P

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

Telephone

DDN Support Worldwide Directory

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

Email

Support Email

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