SFA OS

"Show Controller Log" Command Can Trigger Controller Faults

Technical Support Bulletin

Revision B

23 September 2013

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1.0   Overview

1.1 Issue Summary

The use of arguments with the `show controller log` command can result in unexpected output or controller faults. Only the following command variants should be used at this time:

```
show controller log

show controller local log

show controller remote log
```

1.2 Affected Systems

All versions of SFA OS prior to the 2.0.0.3 release are affected. These versions of SFA OS run on the SFA12K, SFA12KE, SFA10K, SFA10KE, and S2A6620 hardware platforms.

2.0   Problem Description and Root Cause

The use of certain arguments with the `show controller log` command can result in unexpected output or controller faults. This is due to a bug in log parsing. Only the following command variants should be used at this time:

```
show controller log

show controller local log

show controller remote log
```

The following argument keywords should not be used:

ASCEND_ORDER	(Displays older events followed by newer events)
DESCEND_ORDER	(Displays newer events followed by older events)
NEWER	(Displays more recent events only)
NUMBER	(Specifies the number of events to display)
OLDER	(Displays older events only)
START_SEQUENCE	(Specifies the starting sequence number)

3.0   Resolution

This issue is resolved in SFA OS version 2.0.0.3.

4.0   Workaround

If you do not wish to upgrade the RAID firmware at this time, but you nevertheless require controller log output that is sorted or filtered as described for the nonworking arguments listed in Section 2.0, you can save the output of the `show sub sum` command offline, then parse the offline log file separately.

5.0   Contacting DDN Technical Support

Please contact DDN Technical Support if you need assistance. Support can be reached online, by email, or by telephone:

Web .... https://portal.ddn.support.com

Email .... support@ddn.com

Worldwide Telephone Directory .... http://www.ddn.com/en/support/contact-support

North America .... +1 888.634.2374

Europe and Middle East .... +800 DATADIRECT

International (toll call) .... +1 818.718.8507