

SFA14K™

SFA18K™

Mandatory Upgrades to SFA OS Fix Issue with Unplanned Outages

ALERT! Upgrade to SFA OS 3.1.4.1 or SFA OS 11.5.1 is **MANDATORY** for SFA14K and SFA18K platforms in order to address an issue with unplanned outages.

Issue Summary

When one controller on a storage array in the SFA14K family powers down due to a hardware fault, SFA OS may shut down the other controller at the same time, resulting in an unplanned outage. The shutdown prevents the system from flushing cache to disk prior to shutdown, putting data at risk.

DDN urges all SFA14K and SFA18K customers to upgrade their storage firmware immediately to either SFA OS 3.1.4.1 (for legacy configurations) or 11.5.1 (for declustered RAID configurations) to prevent such an outage. ***This upgrade is MANDATORY for all SFA14K and SFA18K platforms.***

Affected Products

SFA14K and SFA18K storage platforms running SFA OS legacy versions 3.1.4.0 and earlier or SFA OS DCR (declustered RAID) versions 11.5.0 and earlier are affected by this issue.

Resolution

The unplanned outage issue is resolved in SFA OS 3.1.4.1 and SFA OS 11.5.1, which have just been released by DDN. Please contact DDN Support at your earliest convenience to obtain an upgrade plan and installation assistance.

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

<https://www.ddn.com/support/global-services-overview/>

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