SFA18K™

Mandatory Upgrade to SFA OS 11.6.x and BMC 00.11 Fixes Random Reboot Issue

ALERT!   *SFA OS 11.6.x is a **MANDATORY UPGRADE*** for all supported platforms. This release includes BMC 00.11 for SFA18K storage arrays. ***BMC 00.11 is a* MANDATORY UPGRADE *for SFA18K storage platforms.***

Issue Summary

SFA18K storage platforms with baseboard management controller (BMC) firmware versions 00.10 or earlier may be subject to intermittent random controller reboots. This disrupts controller redundancy and degrades performance when a single controller is affected. It is rare for both controllers to be affected at the same time, since the reboot event occurs randomly, but it is possible. In such an event, the entire storage subsystem may go down unexpectedly, potentially putting data at risk.

Affected Systems

SFA18K storage platforms with baseboard management controller (BMC) firmware versions 00.10 or earlier, as shipped with SFA OS 11.5.1 or earlier, are affected by the BMC issue. Other SFA hardware platforms are not affected by the BMC firmware issue.

Separately, SFA14K platforms running declustered RAID (DCR) versions of SFA OS in the 11.x.x series, as well as all SFA7990, SFA400NV, and SFA200NV platforms are affected by the **MANDATORY UPGRADE** to SFA OS 11.6.x.

Resolution

SFA OS 11.6.x addresses the BMC firmware issue for the SFA18K and is a **MANDATORY UPGRADE** for all supported storage arrays. Customers may install SFA OS 11.7.0 in lieu of SFA OS 11.6.x.

If it is not possible to upgrade SFA OS immediately, DDN advises all SFA18K customers to upgrade the BMC firmware to version 00.11 as soon as possible.

NOTE	Upgrading the entire SFA OS firmware ecosystem (RAID engine, BMC, BIOS, CPLD, and so on) is the preferred path for upgrading the BMC to version 00.11 on SFA18K platforms.

Please contact DDN Support at your earliest convenience for assistance and the creation of an upgrade plan.

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   https://community.ddn.com/login
Portal Assistance   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   http://www.ddn.com/support/technical-support-bulletins
End-of-Life Notices   http://www.ddn.com/support/end-of-life-notices
Bulletin Subscription Requests   support-tsb@ddn.com