

DataDirectTM

NETWORKS



SFA7700

FPGA Battery Charging Issue

Technical Support Bulletin

Revision A1

3 July 2014

1.0 Overview

1.1 Issue Summary

The SFA7700 FPGA firmware does not fully charge the battery pack. This issue should not affect the ability of the battery pack to hold up the canister during a power failure.

1.2 Affected Systems

SFA7700 platforms running FPGA firmware version 002.003-000.049 are affected.

2.0 Problem Description and Root Cause

SFA7700 storage platforms running BMC 21.97/FPGA 002.003-000.049 firmware will not fully charge the battery pack. Charging may terminate when the battery is no more than 89% charged. This issue has been traced to an error in the FPGA battery charging algorithm.

This issue should not affect the ability of the battery pack to hold up the canister during a power failure.

Upgrading the controller firmware to BMC 21.97/FPGA 002.003-000.049 is recommended currently as part of the upgrade to SFA OS 2.2.0.2. This firmware may also be installed with some earlier versions of SFA OS. Run `show enclosure all` to determine what firmware is installed on your SFA7700 system.

3.0 Resolution

This issue will be corrected in a future release of the FPGA firmware.

4.0 Contacting DDN Technical Support

Please feel free to contact DDN Technical Support for assistance at any time. Reach us by telephone, email, or on the web:

Telephone

DDN Support Worldwide Directory <http://www.ddn.com/support/contact-support>

Email

Support Email support@ddn.com

Web

Support Portal <https://portal.ddnsupport.com>
Portal Assistance webportal.support@ddn.com

Bulletins

Technical Support Bulletins <http://www.ddn.com/support/technical-service-bulletins>
Bulletin Subscription Requests support-tsb@ddn.com