

Uncorrected Silent Errors on Western Digital Ultrastar HDDs



ALERT! Uncorrected silent errors on certain Western Digital Ultrastar HDDs can put customer data at risk.

Issue Summary

Certain Western Digital Ultrastar hard disk drives (HDDs) running firmware versions prior to DN05, DS05 or D240 are subject to uncorrected silent errors due to known firmware issues. *These errors can put customer data at risk.*

Customers who encounter these errors may see one or more virtual drives (VDs) in CRITICAL state. The SFA event log will report LOG_RAID_UNCORRECTED_SILENT_ERROR events and LOG_RAID_UNCORRECTED_BAD_BLOCKS events.

Affected Products

The following drive models are affected.

Drive Model	Feature	Affected Firmware	Upgrade to Firmware Version
WUH721414AL5201	Self-encrypting drive (SED)	Any version prior to DN05	DN05
WUH721414AL5204	Unencrypted	Any version prior to DS05	DS05
WUH721414AL5205	FIPS certified	Any version prior to D240	D240

Resolution

Customers with the listed drives running older software versions should *upgrade their drive firmware immediately* to prevent data loss. Please contact DDN Support to obtain updated drive firmware and an upgrade plan.

ALERT! A drive firmware upgrade should be performed immediately to prevent data loss.

Determining Whether Your Drives Are Affected

To determine whether affected drives are installed in your storage system, run the SFA CLUI command:

```
show PD all
```

Scroll down to the bottom of the displayed report to the summary section, as shown in the example below. Check the drive model shown under the **Product ID** heading and the firmware version shown under the **Revision** heading against the table above. If an affected drive model shows a firmware version prior to DN05, DS05 or D240, that

drive is susceptible to data integrity issues and the drive firmware must be upgraded. For example, firmware version DS02 below requires an upgrade to version DS05.

	NUM	Vendor	Product ID	Type	Capacity	RPM	Revision	Block Size
Found:	129	WDC	WUH721414AL5204	SAS	12.6 TiB	7.2K	DS02	4K
Found:	12	WDC	WUSTR1596ASS200	SAS	894.3 GiB	SSD	A925	4K

Contacting DDN Technical Support

Please contact DDN Technical Support at any time if you have questions or need assistance. Support can be reached on the web, by email, or by phone as listed below.

Web

DDN Community Support Portal <https://community.ddn.com/login>
Portal Assistance webportal.support@ddn.com

Email

Support Email support@ddn.com

Telephone

DDN Support Worldwide Directory <https://www.ddn.com/support/global-services-overview/>

Bulletins & Notices

Support Bulletins <http://www.ddn.com/support/technical-support-bulletins>
End-of-Life Notices <http://www.ddn.com/support/end-of-life-notices>
Release Notes <https://community.ddn.com/login>
TSB Subscription Requests support-tsb@ddn.com