WOS6000

Patch Resolves ObjectAssure Issue with Missing Drives at Startup

Technical Support Bulletin

Revision A2

10 June 2014

1.0 Overview

1.1 Issue Summary

Users of single-instance ObjectAssure policies are exposed to data loss if more than two missing drives are discovered at WOS node startup. On the WOS6000, this can be triggered by a drive expansion module (DEM) failure, followed by a subsequent node restart.

This issue is corrected in WOS Core patch 2.2.2_1.

1.2 Affected Systems

This issue affects WOS6000 platforms running WOS Core 2.2.2 and earlier.

2.0 Problem Description and Root Cause

If a DEM fails on the WOS6000, or if there are more than two missing drives on the same DEM, the WOS Core firmware pauses the node. This is intended to prevent further harm to node data.

If the hardware failure is detected during active operation of the node, the pause occurs normally and data is protected as intended. However, if the failure is discovered during initial node startup or during resumption of node operation after a pause, WOS Core detects the problem slightly too late.

Under multi-instance ObjectAssure policies, the result is a significant amount of unnecessary object replication, potentially reducing application performance. Under a single-instance ObjectAssure policy, the result is catastrophic data loss.

3.0 Problem Determination

When this issue occurs, the affected node is in a paused state and a `Drive subsystem error (002)` alert is posted to the WOS management user interface.

4.0 Resolution

This issue is corrected in WOS Core patch 2.2.2_1. Customers can request the patch from DDN Technical Support. The patch will also be included in the next release of WOS Core.

Refer to defect number DE13806 for details.

5.0 Workaround

None known. However, in cases where it is absolutely necessary to restart a paused node, it is recommended that the DEMs be visually inspected for the LED blink pattern that indicates normal operation prior to restart.

6.0 Contacting DDN Technical Support

Please feel free to contact DDN Technical Support for assistance at any time. Support can be reached by telephone, email, or on the web as follows:

Telephone

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

Email

Support Email   support@ddn.com
Mailing List Subscriptions   support-tsb@ddn.com

Web

Support Portal   https://portal.ddnsupport.com
Portal Assistance   webportal.support@ddn.com
Technical Support Bulletins   http://www.ddn.com/support/technical-service-bulletins