

WOS7000™

Mandatory Upgrade to WOS Core 2.5.4_3 with SEP 0116-101 or Higher

Issue Summary

WOS7000 installations running newer versions of SEP firmware (0116-101 or higher) with WOS Core versions 2.5.3 through 2.5.4_1 can experience errors during drive discovery at power-on or following a drive subsystem reset. When this happens, WOS Core defaults to the assumption that the enclosure is a standard drive expansion unit rather than a dual-node storage appliance, and the booting node takes ownership of all drives in the enclosure. On the WOS7000 with SEP 0116-101 or later, this behavior may cause some or all drives in the system to be placed under the competing control of two different controllers. This is a serious issue and requires immediate customer action.

Resolution

Upgrading the cluster to WOS Core 2.5.4_3 resolves this issue. ***Please contact DDN Support immediately*** for assistance with this upgrade.

ALERT! Upgrade to WOS Core 2.5.4_3 is **MANDATORY** with SEP 0116-101 or newer on WOS7000.

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

<http://www.ddn.com/support/contact-support>

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