

EXAScaler S3 Data Services File Sync Issue on Reboot



ALERT! System reboot may cause data synchronization issues between local S3DS container storage and mounted EXAScaler directories.

Issue Summary

On a slow network, system reboot may cause S3 Data Services (S3DS) to be started locally before the configured EXAScaler file system(s) are mounted on the S3DS host server. The delayed mount can cause data synchronization issues between the S3DS local object file storage and the configured EXAScaler mounts.

When this occurs, S3DS will only write to the local container storage. Data on mounted EXAScaler directories will not be synchronized to local writes and there may be data inconsistencies between nodes.

Affected Products

This issue affects EXAScaler 5.2.5 and earlier in the EXA 5 series and all EXA 6 versions prior to 6.1.0.

Resolution

The following software patch bundles are available to resolve this issue:

- s3ds5.2.5-patch.tar for EXAScaler 5.2.5
- s3ds6.0.1-patch.tar for EXAScaler 6.0.1

Alert! Contact DDN Support immediately to obtain the correct patch for your EXAScaler release.

Determining Whether Data Is Out of Sync

To determine whether local S3DS container data is out of sync with the configured EXAScaler mounts, run the following command on the host:

```
docker exec s3ds mount -t lustre
```

You should see the Lustre mount points for EXAScaler in the output.

ALERT! If the resulting list is empty, intervention is required. Contact DDN Support.

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