

GRIDScaler 4.2.9 and 5.0.5 HCA Issue on SFA12K and SFA7700



ALERT! Do not install GRIDScaler 4.2.9 or 5.0.5 on SFA12K and SFA7700/GS7K storage platforms configured for InfiniBand.

Issue Summary

GRIDScaler 4.2.9 and 5.0.5 contains driver code that is incompatible with the Nvidia (formerly Mellanox) InfiniBand ConnectX-3 host channel adapter (HCA) shipped with SFA12K and SFA7700/GS7K storage platforms. *Attempts to install GRIDScaler 4.2.9 or 5.0.5 on these platforms will fail* with the message:

```
Unable to upgrade the system
Command '['/opt/ddn/gS/scripts/gS_ib_install', '-t', 'MLNX_OFED_LINUX-5.2-1.0.4.0-rhel17.8-x86_64-ext.tgz', '-d', '/var/gS-ib', '-i', 'mellanox']' returned non-zero exit status 1
```

InfiniBand connectivity for the failed node will be lost and the node won't be accessible to GPFS/Spectrum Scale.

Affected Systems

Only SFA12K and SFA7700/GS7K platforms that are configured for InfiniBand host networks are incompatible with GRIDScaler 4.2.9. If these platforms are configured for Fibre Channel host networks, there is no HCA compatibility issue and GRIDScaler 4.2.9 may safely be installed.

ALERT! Contact DDN Support before installing **any** version of GRIDScaler in the 5.x series on legacy RAID versions of SFA OS (3.x.x and earlier).

Resolution

InfiniBand code compatible with ConnectX-3 HCAs will be included in the next release of GRIDScaler, which is planned for Q2 2021.

Workaround

A failed install attempt can be recovered manually. Please contact DDN Support for recovery assistance.

Contacting DDN Technical Support

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

Web

DDN Community Support Portal
Portal Assistance

<https://community.ddn.com/login>
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>

Subscription Requests

support-tsb@ddn.com