

SED Authentication Keys Must Be Backed Up to External Media



ALERT! If the authentication keys for self-encrypting drives (SEDs) are lost, data on the affected drives becomes inaccessible and CANNOT BE RECOVERED.

Issue Summary

Some customers prefer or require self-encrypting drives (SEDs) to ensure that the data on each drive in the storage array remains encrypted, even when removed from the storage system. Customers should be aware that this extra level of security necessarily requires extra security steps, which in turn require action on the customer's part. In particular, you *must* do the following:

ALERT! **Back up your SED authentication keys to EXTERNAL MEDIA** to ensure they can be recovered when needed. Failure to do so puts your data at risk of permanent loss.

In the event of a dual controller replacement or other extraordinary circumstance, it is possible for the SED authentication keys stored with SFA OS to be lost. When this occurs, the system relies on external media or key storage on a KMIP authentication server to recover the keys and access the data stored on any installed SEDs. If these keys cannot be found, access to the data on these drives is lost and cannot be recovered. *Not even the drive manufacturer can recover SED data without a key.*

Affected Products

All DDN storage platforms are subject to the authentication key backup requirement.

Resolution

If SEDs are installed in your SFA storage system(s), back up the SED authentication key(s) to external media such as a USB memory stick, then store that backup securely. Ensure the memory stick is formatted with a FAT32 file system and a properly labeled partition.

If there are multiple storage systems with SEDs installed, be sure to record which key belongs to which system.

Please refer to Section 8 of the *SFA OS User Guide* for more information. Section 8.7.1 provides step-by-step instructions for SED authentication key backup.

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