

# Silencer Kit Prevents SFA Shutdown and Restart Failures



**ALERT!** Shutdown and restart operations may not complete successfully, or may be significantly delayed, on SFA200NV, SFA400NV, and SFA7990 platforms running SFA OS 11.8.3.1 or 11.8.3.2.

## Issue Summary

On SFA200NV, SFA400NV, and SFA7990 storage platforms running SFA OS 11.8.3.1 or 11.8.3.2, a SHUTDOWN operation may fail to power off the controllers. Under version 11.8.3.2, the SHUTDOWN RESTART operation may not restart the controllers. Under 11.8.3.1, controller restart may be delayed by 10 to 15 minutes. In all cases, the SHUTDOWN command performs all the necessary preparations for shutdown, including safely flushing the data in cache, but one or both controllers fail to power off or fail to restart normally.

A shutdown triggered by a data center power outage encounters the same issue as a SHUTDOWN command. Consequently, this issue may occur at any time without warning.

This issue has been traced to a fault with the controller BMC.

## Affected Systems

All models in the SFA200NV, SFA400NV, and SFA7990 storage array families running SFA OS 11.8.3.1 or 11.8.3.2 are affected by this issue.

SFA14K and SFA18K platforms are not affected.

## Resolution

The shutdown/restart issue is resolved in SFA OS 11.9.

However, upgrading to SFA OS 11.9 requires a shutdown and restart under the control of the prior SFA OS version. Under SFA OS 11.8.3.1 or 11.8.3.2, this triggers the very issues the upgrade is intended to resolve. Customers must apply a minor firmware modification prior to upgrade to work around this behavior.

**ALERT!** Upgrading SFA OS to resolve the shutdown/restart issue will trigger the shutdown/restart issue unless special measures are taken. Install the Systemd Silencer Kit prior to upgrade.

## Workaround

DDN Engineering has provided the Systemd Silencer Kit, file name `systemd_silencer_V5-kit-signed.tgz`, to work around the shutdown/restart issue. The kit can be obtained by contacting DDN Support. It can be run at any time without impacting I/O or VM operations. The kit does **NOT** require a system shutdown or restart to take effect.

DDN Engineering recommends that all customers affected by the shutdown/restart issue should run the silencer kit immediately to avoid unplanned downtime. There is no need to wait for an upgrade maintenance window.

The fix provided by the kit is persistent, so the kit need not be run a second time during upgrade from SFA OS 11.8.3.1 or 11.8.3.2 to version 11.9. However, there is no harm if the kit is run twice.

**ALERT!** All customers running SFA OS 11.8.3.1 or 11.8.3.2 on affected storage platforms are advised to run the Systemd Silencer Kit immediately.

## Installing the Silencer Kit

The Systemd Silencer Kit must be installed on both controllers. There is no need to quiesce I/O or halt the VMs first. Perform the following steps.

1. Using an scp or sftp client, copy `systemd_silencer_V5-kit-signed.tgz` to the SFA OS firmware account on both SFA controllers:

```
scp firmware_file_name firmware@controller_0_ip_address:
```

```
scp firmware_file_name firmware@controller_1_ip_address:
```

**NOTE** Be sure the colon (:) is included at the end of these commands.

2. You will be prompted to enter the password for the firmware account. The default password is Firmware.
3. On each controller, issue the following CLUI command:

```
update_firmware controller local file=systemd-silencer-V5-kit-signed.tgz
```

## 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 <https://community.ddn.com/login>  
Portal Assistance [webportal.support@ddn.com](mailto:webportal.support@ddn.com)

### Email

Support Email [support@ddn.com](mailto:support@ddn.com)

### Telephone

DDN Support Worldwide Directory <https://www.ddn.com/support/global-services-overview/>

**Bulletins & Notices**

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[support-tsb@ddn.com](mailto:support-tsb@ddn.com)