

Technical Support Bulletin

Upgrades Suspended to SFA OS 11.8.3



ALERT! Do not upgrade to SFA OS 11.8.3. Upgrades to this release are suspended until further notice.

Issue Summary

The upgrade process for SFA OS 11.8.3 exposed multiple issues with a flashing utility and related failures to correctly flash the firmware on the BMC, BIOS, and/or other components in the SFA OS controller under certain conditions. These issues can hang the SFA OS upgrade process with no guarantee of recovery. If the upgrade is performed online, cached data may be lost.

NOTE Customers who have successfully upgraded to SFA OS 11.8.3 are **not at risk** and may continue to use the product.

Affected Systems

All SFA storage platforms compatible with SFA OS 11.8.3 are affected.

Resolution

A fix will be made available in a forthcoming patch release to SFA OS.

Contacting DDN Technical Support

Please contact DDN Technical Support at any time if you have questions or need 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

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