



## ETERNUS CUSTOMER INFORMATION BULLETIN

---

**Number/Revision:**

ET-CIB134-00

**Issue Date:**

26 April 2021

**Title:**

Access to a large RAID Group configured with 10TB or larger drives could cause data loss.

**Applies to:**

ETERNUS DX60 S4, DX100 S4, DX500 S4, DX600 S4

**Related Documents:****Effective Duration:**

Until further notice is given

**Summary:**

RAID Group configurations configured with 10TB or larger drives could experience data loss in certain configurations.

**Details:**

- Access to a large RAID Group configured with 10TB or larger drives in certain configurations could cause the following:
  - If RAID redundancy is lost due to a drive failure, respond as a read error to the host access. This occurs when the RAID level is RAID6, RAID6-FR, or RAID5+0.
  - The drive failure causes the rebuild process to stall and possibly cause a data loss.
  - An error is detected in the device and drives in the target RAID Group are disconnected.
  - Both Controller Modules panic and are in a “machine down” state which requires a reboot of the ETERNUS.

The specific RAID Configurations that are subject to this issue are:



## ETERNUS CUSTOMER INFORMATION BULLETIN

RAID level	RAID configuration	Configuration drive
<b>RAID6-FR</b>	(3D+2P)x2+1HS	SSD 30.72TB
	(4D+2P)x2+1HS	SSD 30.72TB
	(6D+2P)x2+1HS	SSD 30.72TB
	(9D+2P)x2+1HS	SSD 30.72TB, 15.36TB, NL HDD 14TB
	(5D+2P)x4+1HS	SSD 30.72TB, 15.36TB, NL HDD 14TB, 12TB
	(12D+2P)x2+1HS	SSD 30.72TB, 15.36TB, NL HDD 14TB, 12TB
	(3D+2P)x6+1HS	SSD 30.72TB, 15.36TB, NL HDD 14TB, 12TB, 10TB
	(4D+2P)x5+1HS	SSD 30.72TB, 15.36TB, NL HDD 14TB, 12TB, 10TB
	(8D+2P)x3+1HS	SSD 30.72TB, 15.36TB, NL HDD 14TB, 12TB, 10TB
	(13D+2P)x2+1HS	SSD 30.72TB, 15.36TB, NL HDD 14TB, 12TB, 10TB
<b>RAID6</b>	8D+2P	SSD 30.72TB
	9D+2P	SSD 30.72TB
	10D+2P	SSD 30.72TB
	11D+2P	SSD 30.72TB
	12D+2P	SSD 30.72TB
	13D+2P	SSD 30.72TB
	14D+2P	SSD 30.72TB

RAID level	RAID configuration	Configuration drive
<b>RAID5</b>	10D+1P	SSD 30.72TB
	11D+1P	SSD 30.72TB
	12D+1P	SSD 30.72TB
	13D+1P	SSD 30.72TB
	14D+1P	SSD 30.72TB
	15D+1P	SSD 30.72TB
<b>RAID5+0</b>	(10D+1P)x2	SSD 30.72TB
	(11D+1P)x2	SSD 30.72TB
	(12D+1P)x2	SSD 30.72TB
	(13D+1P)x2	SSD 30.72TB
	(14D+1P)x2	SSD 30.72TB
	(15D+1P)x2	SSD 30.72TB



## ETERNUS CUSTOMER INFORMATION BULLETIN

---

To correct this issue, update your ETERNUS with the following firmware version or higher.

SAN models: V10L88-6000

Unified models: V10L89-6000

---

### Revision History

REVISION	DATE	CHANGE SUMMARY
00	26-Apr-2021	Initial Release based on JB99003-01