



ETERNUS CUSTOMER INFORMATION BULLETIN

Number/Revision:

ET-CIB135-00

Issue Date:

26 April 2021

Title:

Possible data loss during rebuild or copyback when an Automatic Hierarchical Storage Control function is being used

Applies to:

ETERNUS DX100 S3, DX200 S3, DX500 S3, DX600 S3, DX8700 S3
ETERNUS DX100 S4, DX200 S4, DX500 S4, DX600 S4
ETERNUS AF250 S2

Related Documents:**Effective Duration:**

Until further notice is given

Summary:

If a rebuild or copyback operation occurs due to a drive failure in an environment using the Automatic Hierarchical Storage Control function (such as the ETERNUS Automated Storage Tiering function), the rebuild or copyback restore data may not be written to the spare area.

Details:

In this situation, a Data Loss condition occurs and data in the RAID Group is partially lost. An error is detected when reading the data and the drive is then disconnected. This condition can occur when:

- Firmware version is V10L82-0000 or later
- The RAID Configuration for the Automated Storage Tiering Pool is RAID6-FR
- Rebuild or copyback is in operation (not redundant copy)

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



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SAN: V10L88-6000
Unified: V10L89-6000

Revision History

REVISION	DATE	CHANGE SUMMARY
00	26-Apr-2021	Initial Release based on JB99004-01