FUJITSU

ETERNUS CUSTOMER INFORMATION BULLETIN

Number/Revision:
ET-CIB136-00

Issue Date:
27 April 2021

Title:
Possible data loss if deduplication "data container volume" is expanded.

Applies to:
ETERNUS DX200 S5, DX500 S5, DX600 S5
ETERNUS AF250 S3, AF650 S3

Related Documents:

Effective Duration:
Until further notice is given

Summary:
When using data deduplication, it is possible that data written to a volume defined with the deduplication setting can't be read and is lost after the deduplication "data container volume" is expanded.

Details:

When using data deduplication, after the "data container volume" is expanded, partial data in the Thin Provisioning Pool where the "data container volume" resides can't be read. This condition may occur if all of the following are true:

- ETERNUS DX200 S5, DX500 S5, DX600 S5, AF250 S3, or AF650 S3 with firmware below V11L40-7000.
- Using deduplication in one of these ways:
  - Deduplication and Compression both enabled
  - Deduplication only enabled
- Firmware has been updated using hot application (automatic) and no:
  - Power off/on
  - Power interruption
  - CM maintenance
  - CM reboots
- The deduplication "data container volume" has been expanded

The permanent resolution to this issue is to install firmware version V11L40-7000 or later. This version is scheduled to be released at the end of May 2021.

A circumvention prior to the V11L40-7000 being installed is to power off/on the ETERNUS or pseudo replace each Controller Module prior to the deduplication "data container volume" expansion.

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Revision History

REVISION	DATE	CHANGE SUMMARY
00	27-Apr-2021	Initial Release based on TC13006-01