



ETERNUS CUSTOMER INFORMATION BULLETIN

Number/Revision:

ET-CIB138-00

Issue Date:

27 April 2021

Title:

Possible data loss if Thin Provisioning Pool or deduplication “data container volume” reach 100% utilization

Applies to:

ETERNUS DX200 S3, DX500 S3, DX600 S3
ETERNUS DX200 S4, DX500 S4, DX600 S4
ETERNUS DX200 S5, DX500 S5, DX600 S5
ETERNUS AF250, AF650
ETERNUS AF250 S2, AF650 S2
ETERNUS AF250 S3, AF650 S3

Related Documents:**Effective Duration:**

Until further notice is given

Summary:

If Thin Provisioning Pool or deduplication “data container volume” reach 100% utilization during deduplication, it may be impossible to read data written from servers resulting in data loss.

Details:

The symptom may occur if all of the below conditions are true:

- ETERNUS model is one of those listed in the “**Applies to**” section above and firmware noted below is not yet installed.
- Using deduplication in one of these ways:
 - Deduplication and Compression both enabled
 - Deduplication only enabled
- The Thin Provisioning Pool and/or the deduplication “data container volume” is at 100% utilization.

The permanent resolution to this issue is to install the firmware version noted below.

- ETERNUS DX200 S3, DX500 S3, DX600 S3 V10L88-8000 or later
- ETERNUS DX200 S4, DX500 S4, DX600 S4 V10L88-8000 or later



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- ETERNUS DX200 S5, DX500 S5, DX600 S5 V11L40-7000 or later
- ETERNUS AF250, AF650 V10L88-8000 or later
- ETERNUS AF250 S2, AF650 S2 V10L88-8000 or later
- ETERNUS AF250 S3, AF650 S3 V1L40-7000 or later

The firmware versions shown above are currently scheduled to be available at the end of May 2021.

A temporary countermeasure is to monitor the utilization of the Thin Provisioning Pool and deduplication “data container volume” and avoid a 100% utilization condition. If the deduplication “data container volume” needs to be expanded prior to the availability of firmware V10L88-8000 on DX S3, DX S4, AF, and AF S2 models, install firmware version V10L88-6000 prior to expansion.

Revision History

REVISION	DATE	CHANGE SUMMARY
00	27-Apr-2021	Initial Release based on TC14010-01