



ETERNUS CUSTOMER INFORMATION BULLETIN

Number/Revision:

ET-CIB139-00

Issue Date:

28 April 2021

Title:

Disconnection of 8TB and 10TB hard drive may occur at the same time of the day on different days.

Applies to:

ETERNUS DX S3 and DX S4 models with 8TB and 10TB hard disk drives

Related Documents:

Effective Duration:

Until further notice is given

Summary:

When there is a conflict between the hard drive's internal log record and a write being processed from a host, the hard drive is disconnected because the hard drive becomes unresponsive due to a failure of the firmware of the hard disk.

Details:

RAID redundancy allows continuous access when a single hard drive is disconnected. However, if more than one hard disk drive has been disconnected, the access may not be able to continue due to RAID degeneration.

The issue can occur if the current hard drive firmware version is H990 or H925 for the 8TB or 10TB hard drives. The HDD models affected by this issue are shown below.

Updating the hard drive firmware is a concurrent operation when there is a light load on the HDD. The HDD firmware applies to the following HDD models. The updated firmware version is H991 and H926.

8TB : VenderID: HGST ProductID: HUH721008AL5201 Version:H991

8TB : VenderID: HGST ProductID: HUH721008AL5204 Version:H926

10TB : VenderID: HGST ProductID: HUH721010AL5204 Version:H926



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Please contact the Fujitsu Global Support Center at 1.800.538.8486 for further information.

Revision History

REVISION	DATE	CHANGE SUMMARY
00	28-Apr-2021	Initial Release based on JC03009-01