



## ETERNUS CUSTOMER INFORMATION BULLETIN

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**Number/Revision:**

ET-CIB140-00

**Issue Date:**

28 April 2021

**Title:**

Data on some SSD models could be lost after almost eight years of use due to a firmware issue.

**Applies to:**

ETERNUS DX S3 models with Toshiba 400GB, 800GB, and 1.6TB SSDs installed.

**Related Documents:**

**Effective Duration:**

Until further notice is given

**Summary:**

The SSD records access information hourly in an internal log. The maximum size of that internal log is 70,000 entries. It will take approximately 7 years and 11 months for the SSD to make that many log entries to fill up the log. If the internal log fills up, loss of data could occur.

**Details:**

The SSD records read and write access information every hour in its internal log. That log can accept 70,000 updates before it fills up. With an update every hour, it will take approximately 7 years and 11 months to fill up the log. When the SSD internal log is full, it will keep processing I/O requests from hosts. The next time the SSD is powered off and back on (like with an ETERNUS power cycle or a datacenter power interruption), the SSD will no longer process any I/O requests from hosts. The SSD must be replaced at this point. If this occurs with multiple SSDs in a RAID Group at the same time, data loss could occur.

The firmware on the SSD should be updated to the 580B version to correct this internal log issue. The SSD models that are impacted by this issue are:

400GB : VenderID: TOSHIBA ProductID: PX02SMF040 Version: 580B

800GB : VenderID: TOSHIBA ProductID: PX02SMF080 Version: 580B

1.6TB : VenderID: TOSHIBA ProductID: PX02SMB160 Version: 580B



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The firmware update for the SSDs is a concurrent update during a period of low I/O activity. Please contact the Fujitsu Global Support Center at 1.800.538.8486 for further information.

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### Revision History

REVISION	DATE	CHANGE SUMMARY
00	28-Apr-2021	Initial Release based on JC13003-01