



## ETERNUS CUSTOMER INFORMATION BULLETIN

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**Number/Revision:**

ET-CIB141-00

**Issue Date:**

19 July 2021

**Title:**

NAS share folders may not be accessible on ETERNUS Unified models

**Applies to:**

ETERNUS DX200 S3 / DX500 S3 / DX600 S3 running Unified firmware versions prior to V10L89-6000

ETERNUS DX200 S4 / DX500 S4 / DX600 S4 running Unified firmware versions prior to V10L89-6000

ETERNUS DX100 S5 / DX200 S5 / DX500 S5 / DX600 S5 running Unified firmware versions prior to V11L41-5000

**Related Documents:****Effective Duration:**

Until further notice is given

**Summary:**

High frequency access to multiple files/directories (folders) on a NAS volume causes the access process to hang and then recovery fails.

**Details:**

High frequency access to multiple files/directories (folders) on a NAS volume causes the access process to hang and then recovery fails, resulting in a failure to access shared folders. This can occur, for example, on CIFS shares when capacity space usage is checked on Explorer or when a high number of files are copied. On a NFS share, this error could occur when the ls or du commands are executed.

Symptoms that will be noticed include:

- 01) File system blocks and I/O access error occurs
- 02) I/O access to NAS Shared Folders is stagnant
- 03) NAS Engine panic-reboot occurs

The recovery procedure depends on the failure symptom. If there is an access error to the shared folder, please recover the NAS System Volume of both CMs or reboot the ETERNUS.



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If the NAS Engine is in panic-reboot, it will recover automatically - there is no recovery procedure required.

The permanent resolution is to update the ETERNUS firmware.

ETERNUS DX200 S3 / DX500 S3 / DX600 S3 to V10L89-6000 or above

ETERNUS DX200 S4 / DX500 S4 / DX600 S4 to V10L89-6000 or above

ETERNUS DX100 S5 / DX200 S5 / DX500 S5 / DX600 S5 to V11L41-5000 or above

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### Revision History

REVISION	DATE	CHANGE SUMMARY
00	19-Jul-2021	Initial Release based on TC16001 and JC16017