intel.Technical Advisory

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Hard-Drive Status Diagnostic May Cause System to Be Unavailable via Management Interface

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Products Affected
Intel® Storage System SSR316MJ2 with Storage System Software 6.0.25.x

Description
When running Hard-Drive Status as part of the diagnostics tests, SAN Software log files may become filled with error messages if bad sectors are discovered on a hard drive. If the SAN Software logs become full, communication via the Storage System Console may be unavailable and the system may become unresponsive.

Root Cause
The Hard-Drive Status diagnostic initiates a hard surface scan of the hard disk drives. If bad sectors are encountered, errors from the diagnostic and the hard disk drive are logged to the SAN Software log files. Both the diagnostic test and the hard drive will continuously retry on failure, and will continue to log error messages until SAN Software log files are full.

Corrective Action / Resolution
This issue will be addressed in a future release of the Storage System software release 6.3.x

Workarounds
Un-select the Hard-Drive Status option on the Reporting > Diagnostics tab before running diagnostic tests and perform periodic monitoring of the log files.

Please contact your Intel Sales Representative if you require more specific information about this issue.

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