Intel® Technical Advisory

TA-901-1

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Hard disks may not initialize if only two disks are installed in the Intel® Entry Storage System SS4200-E

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Products Affected
Intel® Entry Storage System SS4200-E

Description
When installing only two hard disk drives in the Intel® Entry Storage System 4200-E, the drives may be identified in "parity" mode instead of "mirror" and will not initialize. A message in the GUI will state "Data on your storage device is currently unavailable". The power button LED will illuminate, and stay, amber.

Root Cause
Some systems may have been set for a four drive configuration during factory test.

Corrective Action / Resolution
Install four drives into the storage system or proceed with the workaround.
This issue will be fixed in a future software release.

Workarounds
To work around this issue with two drives installed:
1. Install two drives into drive retention brackets numbered 1 and 2 as described in the user guide.
2. Connect power cable to storage system.
3. Press and hold the Recovery Button, located on the back of the system, while powering on the storage system (press, then release the power button on the front panel).

Recovery Button
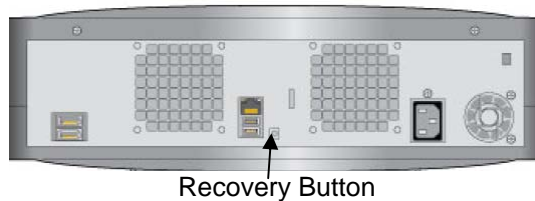
4. After a short delay, the front panel power indicator LED and drive LEDs will flash three or four times in unison then stop.
5. After the LEDs have stopped flashing, release the reset button and allow the system to reboot. This process may take longer than normal due to the reset process of the system software.
6. Follow the instruction to load the client storage system software and configure the storage system.

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

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