



Technical Advisory

TA-865-1

5200 NE Elam Young Parkway
Hillsboro, OR 97124

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Intel® Storage System Becoming Inaccessible after RAID BIOS Operations

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Products Affected

Product	Product Codes
Intel® Storage System	SSR212MA SSR212MANA

Description

This TA is only relevant to SSR212MA units that are operating at SAN software version 6.6. SSR212MA will become inaccessible after a RAID configuration clear in the RAID BIOS interface. Immediately after the operation, the system will boot "normally" but cannot be reached through the System Storage Console. Attempts to contact via the serial connection will yield the error "Error opening a connection". In this state, there is nothing Intel can do except to replace the DOM.

Work Around

Do not conduct any operations in the RAID BIOS! Instead, Reset to Factory Defaults via the serial connection.

Root Cause

SAN software 6.6 requires at least one data array in which it expects to create or find the first store. This array is created transparently at installation time or when the box is reset to factory defaults. If the array is deleted by an agent other than the SAN software, the system cannot start the Systems Storage Console connection and the backend serial connection cannot see the node. This will result in the set of symptoms described above.

Corrective Action / Resolution

We are currently working with the SSR212MA software vendor for an issue resolution to be included in the 6.6 SP1 SAN software release.

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

Storage Group
Intel Corporation