



E-Series drives went into "unusable" state while upgrade SANtricity OS

https://kb-stage.netapp.com/on-prem/E-Series/SANtricity-OS-KBs/E_Series_drives_went_into_unusabl...

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Applies to

- E-Series
- StorageGRID Appliance
- SANtricity OS versions prior to 08.81.00.03 (11.80.1GA)

Issue

E-Series drives of one shelf went into `unusable` state while upgrading SANtricity OS.

- Drives of shelf 0 went into "unusable" state.

```
A:7/16/24, 4:43:36 AM (04:43:36) 191635 6008 Stable storage drive unusable
- Shelf 0, Drawer 1, Bay 1
```

```
A:7/16/24, 4:43:36 AM (04:43:36) 191634 6008 Stable storage drive unusable
- Shelf 0, Drawer 1, Bay 4
A:7/16/24, 4:43:36 AM (04:43:36) 191633 6008 Stable storage drive unusable
- Shelf 0, Drawer 1, Bay 11
A:7/16/24, 4:43:36 AM (04:43:36) 191632 6008 Stable storage drive unusable
- Shelf 0, Drawer 1, Bay 6
A:7/16/24, 4:43:36 AM (04:43:36) 191631 6008 Stable storage drive unusable
- Shelf 0, Drawer 1, Bay 3
A:7/16/24, 4:43:36 AM (04:43:36) 191630 6008 Stable storage drive unusable
- Shelf 0, Drawer 1, Bay 10
A:7/16/24, 4:43:36 AM (04:43:36) 191629 6008 Stable storage drive unusable
- Shelf 0, Drawer 1, Bay 9
A:7/16/24, 4:43:36 AM (04:43:36) 191628 6008 Stable storage drive unusable
- Shelf 0, Drawer 1, Bay 2
A:7/16/24, 4:43:36 AM (04:43:36) 191627 6008 Stable storage drive unusable
- Shelf 0, Drawer 1, Bay 5
A:7/16/24, 4:43:36 AM (04:43:36) 191626 6008 Stable storage drive unusable
- Shelf 0, Drawer 1, Bay 0
A:7/16/24, 4:43:36 AM (04:43:36) 191625 6008 Stable storage drive unusable
- Shelf 0, Drawer 1, Bay 8
A:7/16/24, 4:43:36 AM (04:43:36) 191624 6008 Stable storage drive unusable
- Shelf 0, Drawer 1, Bay 7
```

- **Drives of the same shelf reporting IOP_FAST_TIMEOUT_ERROR and IOP_ENODEV**

```
B:7/16/24, 12:18:22 AM (00:18:22) 190357 2014 VDD logged an error - Shelf
0, Bay B - SSID: 42, Devnum: 0x010025 LBA: 0x9d91e250, Blocks: 0x8 -
Recovered
----> Flags: 0x200801 = READ: Read Operation, CURRENT: Read current data
from cache, PI: Error coding in effect
----> Recovery: 0x2 = Reconstruction used, ASC: 0x1f =
IOP_FAST_TIMEOUT_ERROR, Detection: 0xf80b03dc
B:7/16/24, 12:18:22 AM (00:18:22) 190356 2014 VDD logged an error - Shelf
0, Bay B - SSID: 47, Devnum: 0x010025 LBA: 0x00d00010, Blocks: 0x8 -
Recovered
----> Flags: 0x58202081 = READ: Read Operation, PARITY: Parity data,
NOLOCK: Prevent lock during read err., PI: Error coding in effect,
UNCONTIGUOUS: Concat. writes in stripe not contiguous, WRITE:_THRU: Write
mode write-through, NOCACHE: CDB DPO cache lowest retention
```

```
----> Recovery: 0x2 = Reconstruction used, ASC: 0x1f =
IOP_FAST_TIMEOUT_ERROR, Detection: 0xf80b03dc
B:7/16/24, 12:18:22 AM (00:18:22) 190355 2014 VDD logged an error - Shelf
0, Bay B - SSID: 34, Devnum: 0x010025 LBA: 0x88c22a68, Blocks: 0x8 -
Recovered
----> Flags: 0x200801 = READ: Read Operation, CURRENT: Read current data
from cache, PI: Error coding in effect
----> Recovery: 0x2 = Reconstruction used, ASC: 0x1f =
IOP_FAST_TIMEOUT_ERROR, Detection: 0xf80b03dc
B:7/16/24, 12:18:22 AM (00:18:22) 190354 2014 VDD logged an error - Shelf
0, Bay B - SSID: 74, Devnum: 0x010025 LBA: 0x10c35d0e0, Blocks: 0x20 -
Recovered
----> Flags: 0x200801 = READ: Read Operation, CURRENT: Read current data
from cache, PI: Error coding in effect
----> Recovery: 0x2 = Reconstruction used, ASC: 0x1f =
IOP_FAST_TIMEOUT_ERROR, Detection: 0xf80b03dc
B:7/16/24, 12:18:22 AM (00:18:22) 190353 2014 VDD logged an error - Shelf
0, Bay B - SSID: 65, Devnum: 0x010025 LBA: 0x20d75100, Blocks: 0x18 -
Recovered
----> Flags: 0x200801 = READ: Read Operation, CURRENT: Read current data
from cache, PI: Error coding in effect
----> Recovery: 0x2 = Reconstruction used, ASC: 0x1f =
IOP_FAST_TIMEOUT_ERROR, Detection: 0xf80b03dc
B:7/16/24, 12:18:22 AM (00:18:22) 190352 2014 VDD logged an error - Shelf
0, Bay B - SSID: 9, Devnum: 0x010023 LBA: 0x9c1d04b0, Blocks: 0x20 -
Recovered
----> Flags: 0x200801 = READ: Read Operation, CURRENT: Read current data
from cache, PI: Error coding in effect
----> Recovery: 0x2 = Reconstruction used, ASC: 0x1f =
IOP_FAST_TIMEOUT_ERROR, Detection: 0xf80b03dc
B:7/16/24, 12:18:22 AM (00:18:22) 190351 2014 VDD logged an error - Shelf
0, Bay B - SSID: 61, Devnum: 0x010025 LBA: 0x708741d8, Blocks: 0x8 -
Recovered
----> Flags: 0x200801 = READ: Read Operation, CURRENT: Read current data
from cache, PI: Error coding in effect
----> Recovery: 0x2 = Reconstruction used, ASC: 0x1f =
IOP_FAST_TIMEOUT_ERROR, Detection: 0xf80b03dc
B:7/16/24, 12:18:22 AM (00:18:22) 190350 2014 VDD logged an error - Shelf
```

0, Bay B - SSID: 3, Devnum: 0x010005 LBA: 0x3b5978800, Blocks: 0x40 -
Recovered

----> Flags: 0x200801 = READ: Read Operation, CURRENT: Read current data
from cache, PI: Error coding in effect

----> Recovery: 0x2 = Reconstruction used, ASC: 0x1f =
IOP_FAST_TIMEOUT_ERROR, Detection: 0xf80b03dc

A:3/13/24, 5:11:43 AM (05:11:43) 188600 2014 VDD logged an error - Shelf
0, Bay A - SSID: 40, Devnum: 0x010336 LBA: 0x4aa598500, Blocks: 0xa8 -
Recovered

----> Flags: 0x200801 = READ: Read Operation, CURRENT: Read current data
from cache, PI: Error coding in effect

----> Recovery: 0x2 = Reconstruction used, ASC: 0x4 = IOP_ENODEV,
Detection: 0xf80b04f0

A:3/13/24, 5:11:43 AM (05:11:43) 188599 201f VDD repair completed - Shelf
0, Bay A - SSID: 40, Devnum: 0x010336 LBA: 0x659cc2900

----> Flags: 0x420004 = WRITE: Write Operation, ERROR: IO Compl. w. Err,
PI: Error coding in effect, VERIFY: Perform Write with Verify - Error: 0x4
= Not Decoded

A:3/13/24, 5:11:43 AM (05:11:43) 188598 201f VDD repair completed - Shelf
0, Bay A - SSID: 23, Devnum: 0x010336 LBA: 0x3af669dd0

----> Flags: 0x4202084 = WRITE: Write Operation, ERROR: IO Compl. w. Err,
PARITY: Parity data, NOLOCK: Prevent lock during read err., PI: Error
coding in effect, VERIFY: Perform Write with Verify - Error: 0x4 = Not
Decoded

A:3/13/24, 5:11:43 AM (05:11:43) 188597 201f VDD repair completed - Shelf
0, Bay A - SSID: 23, Devnum: 0x010336 LBA: 0x00000010

----> Flags: 0x4202004 = WRITE: Write Operation, ERROR: IO Compl. w. Err,
NOLOCK: Prevent lock during read err., PI: Error coding in effect, VERIFY:
Perform Write with Verify - Error: 0x4 = Not Decoded

A:3/13/24, 5:11:43 AM (05:11:43) 188596 2014 VDD logged an error - Shelf
0, Bay A - SSID: 28, Devnum: 0x010336 LBA: 0x2ba9da400, Blocks: 0x100 -
Recovered

----> Flags: 0x212000 = WRITE: Write Operation, NOLOCK: Prevent lock
during read err., NO_SECONDARY_CACHE: No cache blocks in sec cache, PI:
Error coding in effect

----> Recovery: 0x1 = Parity used, ASC: 0x4 = IOP_ENODEV, Detection:
0xf80b0827

```
B:3/13/24, 5:11:45 AM (05:11:45) 188595 2400 Hot swap monitor detected
drive removal - Shelf 3, Drawer 5, Bay 6 - WWN: 5000cca2944f173c
B:3/13/24, 5:11:44 AM (05:11:44) 188594 3803 Disk pool reconstruction
reserved drive count is below threshold - Disk Pool E5760_0077_DDP2 <--
CRITICAL
B:3/13/24, 5:11:42 AM (05:11:42) 188593 6008 Stable storage drive unusable
- Shelf 3, Drawer 5, Bay 6
A:3/13/24, 5:11:43 AM (05:11:43) 188592 201f VDD repair completed - Shelf
0, Bay A - SSID: 13, Devnum: 0x010336 LBA: 0xc802aab18
----> Flags: 0x4202004 = WRITE: Write Operation, ERROR: IO Compl. w. Err,
NOLOCK: Prevent lock during read err., PI: Error coding in effect, VERIFY:
Perform Write with Verify - Error: 0x4 = Not Decoded
A:3/13/24, 5:11:43 AM (05:11:43) 188591 201f VDD repair completed - Shelf
0, Bay A - SSID: 23, Devnum: 0x010336 LBA: 0xb60636d00
----> Flags: 0x4200004 = WRITE: Write Operation, ERROR: IO Compl. w. Err,
PI: Error coding in effect, VERIFY: Perform Write with Verify - Error: 0x4
= Not Decoded
```