

Motorola Solutions Technical Notification (MTN)

TITLE: Possibility of system failure due to losing a path to the DAS4524.

TECHNOLOGY: ASTRO25

SYMPTOMS:

Older versions of Dot Hill AssuredSAN 4524 firmware may cause failure in VMS communication with the storage device. The communication failure may lead to locking up of VMS and impair applications running on the VMS, making them slow or unresponsive (This includes ZCs being unavailable).

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

System Release: ASTRO releases up to A7.18

Dot Hill AssuredSAN 4524 with controller firmware version lower than GLS222R36-01.

SEVERITY RECOMMENDATION:

Medium / Operational - Schedule to implement

ROOT CAUSE / DEFINITIVE TEST:

1	<p>Establish the ssh connection to Dot Hill AssuredSAN 4524 management interface IP address by using a PuTTY terminal emulator software.</p> <p>Log on as the manage user.</p> <p>Result: A command prompt is displayed on PuTTY terminal emulator window.</p>
2	<p>In the prompt, execute the following command:</p> <pre>show versions detail</pre> <p>Result: multiple lines of component versions are printed</p>
3	<p>Analyse the output. Search for lines similar to the one below:</p> <pre>Storage Controller Code Version: GLS222R35-01</pre> <p>If "Storage Controller Code Version" for any of the controllers has a version lower than GLS222R36-01 (like in the example above) then the Dot Hill AssuredSAN 4524 firmware needs to be upgraded. In other cases (GLS222R36-01 or higher), the system is not affected and the repair procedure is not required.</p>

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4 In PuTTY terminal window, enter the following command:

```
exit
```

Result: Secure remote terminal session is terminated and PuTTY terminal window is closed.

WORKAROUNDS AND CORRECTIVE ACTIONS:

There is no workaround. A reboot is needed to recover.

RESOLUTIONS AND REPAIR PROCEDURES:

Upgrade to the appropriate version as listed in the "PARTS REQUIRED (HARDWARE/SOFTWARE):" section below, based on the model.

Please refer to the Virtual Management Server Software User Guide, chapter Updating DAS Firmware.

To obtain software:

1. Initiate a software request case through Motorola Solution, Inc. System Support Center (SSC) at 1-800-221-7144 (1-302-444-9800)
2. Await confirmation email from *Motorola Solutions Software Factory* with instructions
3. Complete the *Motorola Solutions Software Factory* Software Order Form:
 - a. Reference **MTN-0059-20-NA** in the 'Reason for Software/Hardware Change' section of the software order form.
 - b. List the part number (**KC #** as listed under "PARTS REQUIRED (HARDWARE/SOFTWARE):" below) in the 'Part # or Version #' section of the software order form.
4. Email completed Software Order Form to UOST for processing

PARTS REQUIRED (HARDWARE/SOFTWARE):

The Storage Firmware Media:

ASTRO Release	KC number
A7.17/A7.17.1/A7.17.2/A7.13.3/A7.18	KC877V0B0000190102

ADDITIONAL INFORMATION:

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

WHEN TO APPLY RESOLUTION:

- After reboot ___
- After (re)installation ___
- After upgrade ___
- After power cycle ___
- After database restoration ___
- After failure ___
- On FRU replacement ___
- During maintenance _x_
- Immediately ___
- As instructed ___
- Information only ___

LABOR ALLOWANCE:

This is an informational bulletin. No labor warranty is implied, intended or authorized for U.S. Domestic Partners/Customers. Other regions should follow their own standard procedures.

For assistance with this bulletin please contact your MSI Technical support center

https://www.motorolasolutions.com/en_us/support.html

Motorola Solutions Software Factory

SECTION 1: General Information

NOTE: PRICE QUOTES GIVEN BY UOST ARE VALID FOR ONLY 90 DAYS

Date _____	Case Number _____
System ID _____	Site ID _____
System Name _____	Site Name _____
Customer Name _____	
Form Completed by _____	Field Contact _____
Organization _____	Organization _____
Phone Number _____	Phone Number _____
Pager Number _____	Pager Number _____
Fax Number _____	Fax Number _____

SECTION 2: Order Information

Product Type: _____ Serial Number _____

Reason for Software / Hardware Change:
Downgrade? If so, list current and target releases. _____

Software / Hardware Description: _____

Part # or Version # _____ Quantity _____

Date Required _____

SECTION 3: Shipping / Billing Information

Ship To: _____	Bill To: _____
_____	_____
_____	_____
Email: _____	
Attn: _____	Attn: _____
Phone: _____	Phone: _____

Customer Billing

P.O. #: _____

CUST #: _____

TAG #: _____

Internal Billing

PROJECT #: _____

FSB #: _____

DEPT #: _____

APC #: _____

Software Order Form

Motorola Solutions Software Factory

Phone Number: (800) 221-7144

- This form has been sent to you because you have requested an order from the *Motorola Solutions Software Factory* Team.
- Please fill out the order form and email back to the *Motorola Solutions Software Factory* Team
- If desired, please provide your email address on the order form and we will provide a tracking number when your order ships for your convenience.
- Orders will normally be processed in 3-5 business days once all information has been received.
- If additional space is required for software information, please use the optional addendum on page 3 below in addition to the original order form. This form is for use with large orders with multiple part numbers.

NOTE:

- 1) If this is in an SSA CUSTOMER please order via Motorola factory order.
- 2) Limited Liability is Implied to the maximum of order amount.
- 3) Price quotes provided by SCHSWF are valid for 90 days

Thank you and have a good day!

Supplemental Order Information Addendum

(Optional)

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:
