



*This Technical Advisory describes an issue which may or may not affect the customer's product*

# Intel Technical Advisory - Update

TA-0843-2

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## WD5000YS Drive Offline Issue

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### Products Affected

Intel® Entry Storage System SS4000-E, SSR316MJ2, SSR212MA, SSR212CC

### Description

An issue has been reported involving Western Digital WD5000YS hard disk drives dropping offline in the Intel® Entry Storage System SS4000-E. The symptoms are that the system runs with no problems for a period of time and then one of the disk drives will drop offline. It can occur on any of the four possible disks contained within the chassis. If the system is running a RAID1, RAID10 or RAID5 configuration the data should continue to be accessible. If the disk is replaced, or removed and reinserted, the RAID will begin a rebuild process. In a RAID0 or Linear Raid configuration data may be lost.

### Root Cause

Analysis has shown that the WD5000YS drive (firmware revision 07.02E07) will go into an unresponsive state for unknown reasons. The SS4000-E is then unable to communicate with the drive or bring it back online and marks the disk as offline. The drive will remain in this state until its power is cycled, either by removing and reinserting the drive or by power cycling the SS4000-E system. The failure information has been forwarded to Western Digital for analysis. Western Digital agrees the source of the failure appears to be in the hard drive behavior. During investigation by Western Digital it was determined this issue affects the YS family of drives and the KS family of drives.

### Corrective Action / Resolution

Western Digital has identified a resolution for this issue via a firmware fix for the disk drives and more specific information and details related to the issue can be found in the Western Digital Product Change Notice 2579-70216-A00. Western Digital has also published a Knowledge Base article (Answer ID 1493) discussing this issue. The Knowledge Base article and Information related to the updated firmware and how to implement it can be found at the following urls:

Knowledge Base Article for WD1600YS, WD2500YS, WD4000YS, and WD5000YS hard drives drop from RAID sets after a period of normal usage.

[http://wdc.custhelp.com/cgi-bin/wdc.cfg/php/enduser/std\\_adp.php?p\\_faqid=1493&p\\_created=1168299631](http://wdc.custhelp.com/cgi-bin/wdc.cfg/php/enduser/std_adp.php?p_faqid=1493&p_created=1168299631)

WDxxxxYS drive firmware upgrade utility:

<http://support.wdc.com/download/index.asp?cxml=n&pid=15&swid=57>

As noted in the previous section this issue also affects the KS family of drives. Please visit WD technical support at <http://www.wdc.com/support> for assistance with the KS family of drives. Please contact your Western Digital Representative if you require more specific information about this issue or have questions if you have purchased these drives for use in the Intel® Entry Storage System SS4000-E.

This issue does not impact the Intel® Entry Storage System SS4000-E, SSR316MJ2, SSR212MA, or SSR212CC firmware nor does it impact the SS4000-E, SSR316MJ2, SSR212MA, or SSR212CC hardware.

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