



This Action Alert describes an issue which affects product functionality, reliability or safety

Intel Action Alert **AA-903-1**

5200 NE Elam Young Parkway
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Intel® Entry Storage System SS4200-E may become unresponsive under certain conditions.

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Products Affected

Product	Product Codes
Intel® Entry Storage System	SS4200-E SS4200-ENA

Description

Intel recently discovered an issue with embedded NAS Software 1.0.6.26995 and earlier, whereby directory paths over 256 characters lead to a memory leak which may cause the system to become unusable. Customers experiencing this issue will have their systems rendered unusable within approximately ten minutes of boot, the system will have shut down most processes and will not respond (to the Web UI, SSH, power button, etc.).

Root Cause

The issue has been root caused to an error in the embedded NAS Software 1.0.6.26995 (and earlier).

Corrective Action / Resolution

Intel has made available NAS Software 1.0.8.29352 that corrects the 256 character directory path limitation, and now has a 4096 character limitation.

Recommended Customer Action

Please note that existing systems connected to the Internet (and have not experienced this issue) will detect that an update is available and automatically notify the user. Intel recommends the user perform the update.

Workarounds

Several workarounds exist. Please use the one that best suites your requirements.

If you have not experienced this issue:

- 1) Download and install embedded NAS Software 1.0.8.29352 (or later) on your Intel® Entry Storage System SS4200-E. The Software and instructions on how to install the update are available from our support site at http://downloadcenter.intel.com/Product_Filter.aspx?ProductID=2910

If you have experienced this issue:

Note: Systems affected by the memory leak with directory paths over 256 characters should not attempt to perform a software update through normal procedures. The system can experience process shutdowns which may halt the system during the update. This would leave the system in an unknown state.

Procedure 1) below will update the system software outside the operating system control and not be affected by operating system processes.

- 1) Make a Recovery Image on a USB key, and boot the system from the key. Image and instructions available from <http://downloadmirror.intel.com/15845/eng/EmcImager-1.1.1-1.0.8.29352.zip>

or

- 2) Contact Intel Technical Support. Phone numbers for worldwide Intel customer support centers can be found at <http://www.intel.com/support/9089.htm>

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

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