



## Technical Advisory – TA-338060-001

### NVMe Admin Format Command Failure/Error on Intel® Optane™ SSD DC P4800X Series

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**August 29, 2018**

#### Description

Intel has received customer reports of NVMe admin or I/O submission queue failure messages while performing NVMe drive format.

This behavior is by design; running NVMe admin or I/O submission queues while executing the NVMe format command is not supported.

**Table 1: Affected Intel Products**

Product Code	MM#
SSDPED1K375GA10	953027
SSDPED1K375GA01	953028
SSDPE21K375GA10	953029
SSDPE21K375GA01	953030
SSDPE21K750GA10	956957
SSDPE21K750GA01	956958
SSDPED1K750GA10	956981
SSDPED1K750GA01	956982

#### Problem Statement

Some customers indicate seeing NVMe timeout message when performing format on Intel® Optane™ SSD DC P4800X Series.

Error messages are as follows:

```
NVMe Admin command error: ABORT...  
...  
nvme nvmeX: I/O 151 QID 0 timeout, reset controller  
...
```



## Root Cause

Intel® Optane™ SSD DC P4800X Series format command times are longer than typical kernel timeout settings. In addition, the NVM format command prevents the execution of any other commands (either on the admin or I/O submission queues).

### Intel Recommendations:

1. Avoid issuing NVMe admin and I/O submission queues to Intel® Optane™ SSD DC P4800X Series when the drive is performing the NVMe format task.
2. If you perform NVMe format while your Server Management software or hardware is already running background NVMe admin or I/O submission queues—of which you are not aware, or that are beyond your control—please ignore the error messages described in this Technical Advisory description.

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

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Intel Corporation  
NVM Solutions Group  
1900 Prairie City Rd  
Folsom, CA 95630 USA