



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

# Intel Technical Advisory

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## Loss of System Access Issue On The SS4000-E

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### Products Affected

Intel® Entry Storage System SS4000-E  
Intel® Entry Storage System SS4000-ENA

### Description

An issue has been reported where customers can no longer access data shares on the Intel® Entry Storage System SS4000-E or SS4000-ENA system. This affects all current production firmware revisions, 1.0 (fs-bc-1.0-20060207), 1.1 (BCFv11b214) and 1.2 (BCFv12b522). This may manifest itself in one of several ways. Some of the observed behavior patterns are:

1. The system no longer shows the share folders created in the web interface.
2. The system is not responsive to attempts to access the login page.
3. When attempting to access the login page the initialization page is presented.
4. The system may not respond to a "ping" issued from a client on the same network.

### Root Cause

The root cause has been determined to be corruption of files in the root file system during a system shutdown. The cause of the corruption is due to outstanding IOs not completing prior to the poweroff command being issued. Data gathered shows no corruption of the user data on the system. The corruption of files in the root file system results in a user not being able to access their data.

### Workaround / Corrective Action / Resolution

A workaround is to not power off the storage system or take any action that may result in a power cycle operation, such as upgrading the firmware. If you login to the web interface and the initialization page is presented, DO NOT continue with the initialization. Contact your technical support team for assistance. A more robust shutdown procedure has been implemented in the firmware. This new version of the firmware has been through testing that simulated 3 years of shutdown operations without a failure. Systems should be upgraded to this new release of firmware, release 1.3, BCFv13b524. The new version of the firmware can be downloaded from <http://downloadfinder.intel.com> by searching for SS4000-E in the search box.

Please contact your Intel Representative if you require more specific information about this issue or have questions if you have purchased the Intel® Entry Storage System SS4000-E or SS4000-ENA.

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