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SUPPORT COMMUNICATION – CUSTOMER ADVISORY

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Version: 1

Advisory: (Revision) HPE Flash Media Devices - When Utilizing an HP Dual 8GB microSD Enterprise Midline USB Kit On An HPE ProLiant Server Running VMware ESXi, A Memory Corruption And All Paths Down Situation May Be Experienced

NOTICE: The information in this document, including products and software versions, is current as of the Release Date. This document is subject to change without notice.

Release Date: 2017-01-13
Last Updated: 2017-04-14

DESCRIPTION

Document Version	Release Date	Details
2	03/31/2017	Some additional platforms were added and some other platforms were removed, and the Resolution was updated.
1	02/07/2017	Original Document Release.

On an HPE ProLiant server running VMware ESXi and utilizing an HP Dual 8GB microSD Enterprise Midline USB Kit, the HPE microSD card carrier solution may experience memory corruption, which may lead to an all paths down situation. Please note that customer data is not affected.

In the 8GB microSD USB kit device, vmhba32 goes into an APD (AllPathDown) state intermittently. In most cases, the host will go down after 17 to 30 days of runtime, but under certain conditions, issues will be observed within two days of runtime.

This issue ONLY occurs during runtime and will not occur during POST (Power On Self-Test).

The AllPathDown may occur intermittently if a routine is set up to access the microSDs or if the Operating System checks the availability of the microSDs.

The issue can be identified in the vmware support logs. The example below can be used to help and identify the signature of this issue:

First, a warning is received indicating that the vmkernel is experiencing communication issues with the USB device.

vmkwarning.log

2017-01-07T02:21:51.439Z cpu40:33490)ALERT: URB timed out - USB device may not respond

This is followed up by an indication of a path problem.

2017-01-07T02:23:08.580Z: [APDCorrelator] 4303195509883us: [esx.problem.storage.apd.start] Device or filesystem with identifier [mpx.vmhba32:C0:T0:L1] has entered the All Paths Down state.

SCOPE

Any HPE ProLiant server running VMware ESXi and utilizing an HP Dual 8GB microSD Enterprise Midline USB Kit with either of the following part numbers:

Assembly P/N - 741281-001

Assembly P/N - 741281-002

RESOLUTION

To correct this issue, replace the HP Dual 8GB microSD Enterprise Midline USB Kit using the following Proactive Customer Care (PCC) program:

An HPE Dual 8GB microSD EM USB Kit with Part Number 741281-003 will be provided at no charge.

IMPORTANT: The replaced part should not be reused and should be disposed of in accordance with local requirements.

Replacement Parts: Visit the following OneHP website:

http://www.hpe.com/solutions/ProactiveCustomerCare

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 1. Under "Program," choose "c05369827 – Dual 8GB microSD USB Replacement."

 2. Under "Campaign," choose "c05369827 – Dual 8GB microSD USB Replacement."
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When placing an order, enter the CT Number(s) located on the label that is on the Dual 8GB microSD USB Kit identified in the "Scope" section above.

The PCC website will compare each CT Number against a master database of Dual 8GB microSD EM USB Kits. An error message will be displayed if an invalid CT Number is entered.

As a workaround until the Dual 8GB microSD EM USB Kit is replaced as detailed above, the system will need to be rebooted to recover from the APD status.

Please note that it is not necessary to reinstall the Operating System when replacing the Dual 8GB microSD Enterprise Midline USB Kit. It is only necessary to move the existing microSD Cards to the new dongle.

RECEIVE PROACTIVE UPDATES : Receive support alerts (such as Customer Advisories), as well as updates on drivers, software, firmware, and customer replaceable components, proactively via e-mail through HPE Subscriber's Choice. Sign up for Subscriber's Choice at the following URL: Proactive Updates Subscription Form .

NAVIGATION TIP : For hints on navigating HPE.com to locate the latest drivers, patches, and other support software downloads for ProLiant servers and Options, refer to the Navigation Tips document .

SEARCH TIP : For hints on locating similar documents on HPE.com, refer to the Search Tips document .

Hardware Platforms Affected: HPE ProLiant ML30 Gen9 Server, HPE ProLiant DL20 Gen9 Server, HP ProLiant XL250a Gen9 Special Server, HPE ProLiant DL360 G7 Server, HPE ProLiant DL380 G7 Server, HPE ProLiant BL685c G7 Server Blade, HPE ProLiant DL385 G7 Server, HPE ProLiant BL465c G7 Server Blade, HPE ProLiant DL580 G7 Server, HPE ProLiant DL585 G7 Server, HPE ProLiant BL460c G7 Server Blade, HPE ProLiant DL980 G7 Server, HPE ProLiant BL620c G7 Server Blade, HPE ProLiant BL680c G7 Server Blade, HP ProLiant SL230s Gen8 Server, HP ProLiant SL250s Gen8 Server, HPE ProLiant BL460c Gen8 Server Blade, HPE ProLiant DL380p Gen8 Server, HP ProLiant ML350p Gen8 Server, HPE ProLiant BL465c Gen8 Server Blade, HPE ProLiant BL420c Gen8 Server Blade, HPE ProLiant DL320e Gen8 Server, HPE ProLiant DL360e Gen8 Server, HPE ProLiant DL385p Gen8 Server, HP ProLiant ML310e Gen8 Server, HPE ProLiant WS460c Gen8 Graphics Server Blade, HPE ProLiant DL380e Gen8 Server, HPE ProLiant BL660c Gen8 Server Blade, HPE ProLiant DL560 Gen8 Server, HP ProLiant ML350e Gen8 Server, HPE ProLiant DL360p Gen8 SE Server, HPE ProLiant DL320e Gen8 v2 Server, HP ProLiant MicroServer Gen8 Server, HPE ProLiant SL210t Gen8 Server, HPE ProLiant SL270s Gen8 SE Server, HPE ProLiant DL580

Gen8 Server, HP ProLiant XL220a Gen8 v2 Server, HPE ProLiant DL160 Gen9 Server, HPE ProLiant DL180 Gen9 Server, HPE ProLiant DL360 Gen9 Server, HPE ProLiant BL460c Gen9 Server Blade, HPE ProLiant DL380 Gen9 Server, HPE ProLiant ML350 Gen9 Server, HPE ProLiant DL380 Gen9 12LFF Configure-to-order Server, HPE ProLiant XL230a Gen9 Server, HPE ProLiant DL120 Gen9 Server, HP ProLiant ML150 Gen9 Server, HPE ProLiant DL60 Gen9 Server, HPE ProLiant DL80 Gen9 Server, HPE ProLiant SL4540 Gen8 1 Node Server, HPE ConvergedSystem 700 Virtualization 2.0 Foundation Kit, HPE ConvergedSystem 700 Virtualization 2.0 VMware Kit, HPE Dual 8GB microSD Enterprise Midline USB Kit, HPE ProLiant ML10 v2 Server, HPE ProLiant ML110 Gen9 Server, HPE ProLiant XL170r Gen9 Server, HPE ProLiant XL190r Gen9 Server, HPE ProLiant WS460c Gen9 Graphics Server Blade, HPE ProLiant DL580 Gen9 Server, HPE ProLiant BL660c Gen9 Server Blade, HPE ProLiant DL560 Gen9 Server, HPE ProLiant XL450 Gen9 Server

Operating Systems Affected: VMware ESXi 4.0, VMware ESXi 4.1, VMware ESXi 5.0, VMware ESXi 5.1, VMware ESXi 5.5, VMware ESXi 6.0

Software Affected: Not Applicable

Support Communication Cross Reference ID: IA05369827

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