



Hewlett Packard
Enterprise

HPE ProLiant Gen10 Series- HPE P408i Smart Array SR Gen10 Controllers
Unexpectedly hangs due to IO freeze and Cause The Logical Drives to Go Offline

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Issue

Smart Array SR Gen10 Controllers Unexpectedly hangs due to IO freeze. All the installed disk may reset happen and cause of logical drive failed/disabled

AHS Log information's

IML

1779-Slot 0 Drive Array - Replacement drive(s) detected OR previously failed drive(s) now appear to be operational:Port: 1I, box:1, bay: 1 (SAS) bay: 2 (SAS) bay: 3 (SATA) bay: 4 (SATA) Port: 2I, box:1, bay: 5 (SAS) bay: 6 (SAS) Logical drive(s) disabled due to possible data loss. Action: Resolve any issues that disabled drive. Restore data from backup if drive(s)

SOB log information:

IO Freeze Events:-

D000 IO Freeze : it_nexus=0x00010002

000 IO Unfreeze : it_nexus=0x00010002, reset_dev_compl=2

D002 IO Freeze : it_nexus=0x04110006

D002 IO Unfreeze : it_nexus=0x04110006, reset_dev_compl=2

Disk reset Events:-

PALMGR_EVT hot removal D000, p=0, handle=0x00010002, type=0x2

PALMGR_EVT hotplug D000, p=0, handle=0x00010008, type=0x1

PALMGR_EVT hot removal D001, p=0, handle=0x01010003, type=0x2

PALMGR_EVT hotplug D001, p=0, handle=0x01010009, type=0x1

PALMGR_EVT hot removal D002, p=0, handle=0x04110006, type=0x2

PALMGR_EVT hotplug D002, p=0, handle=0x0411000A, type=0x1

PALMGR_EVT hot removal D003, p=0, handle=0x05110007, type=0x2

PALMGR_EVT hotplug D003, p=0, handle=0x0511000B, type=0x1

PALMGR_EVT hot removal D004, p=0, handle=0x03010005, type=0x2

PALMGR_EVT hotplug D004, p=0, handle=0x0301000C, type=0x1

PALMGR_EVT hot removal D005, p=0, handle=0x02010004, type=0x2

PALMGR_EVT hotplug D005, p=0, handle=0x0201000D, type=0x1

All the Disk failure Events:-

ALERT: Fail device: D000 PR=0x00000000 - reason code 0x14

ALERT: Fail device: D001 PR=0x00000000 - reason code 0x14

ALERT: Fail device: D002 PR=0x00000000 - reason code 0x14

ALERT: Fail device: D003 PR=0x00000000 - reason code 0x14

ALERT: Fail device: D004 PR=0x00000000 - reason code 0x14

ALERT: Fail device: D005 PR=0x00000000 - reason code 0x14

Alert/Event Code : reason code 0x14

Event Codes : 1779-Slot X Drive Array Replacement drive(s) detected OR previously failed drive(s) now appear to be operational

Environment

- HPE ML/DL/BL Gen10 Servers
- HPE Smart Array SR Gen10 Controllers
- Using the Smart Array SR Gen10 FW version is 3.21 or Prior

Resolution

- Upgrade the Smart Array SR Gen10 FW into 4.11 or later

Windows

https://support.hpe.com/hpesc/public/swd/detail?swItemId=MTX_fffb22844567457497e8e1d68b#tab-history

Linux

https://internal.support.hpe.com/hpesc/public/swd/detail?swItemId=MTX_b15d2dcb5c114b9699cc232068#tab-history

VMware:

https://support.hpe.com/hpesc/public/swd/detail?swItemId=MTX_f39382f2be4d450e987c26819e#tab-history

