Event 157 Disk Surprise Remove_Disk Mgmt

Last updated by | Kevin Gregoire | Mar 29, 2022 at 11:47 AM PDT

Tags	
cw.Disk-Mgmt	cw.TSG

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Troubleshoot event 157 "disk has been surprise removed" wihtin the guest OS:

This TSG is about a disappeared, lost or removed data disk from within the guest OS (Windows) which is usually shown with an event 157 "disk has been surprise removed".

Notes on how to handle Event 157 in Windows System Eventlogs:

Event

- Log Name: System
- Source: disk
- Date: 9/14/2016 4:42:53 PM
- Event ID: 157
- Task Category: None
- Level: Warning
- Keywords: Classic
- User: N/A
- Computer: SERVER-AZ61N1.domain1.priv
- Description:
- **Disk 12 has been surprise removed.**

Background information: https://blogs.msdn.microsoft.com/ntdebugging/2013/12/27/event-id-157-disk-has-been-surprise-removed/ ↗

"Previously nothing was logged when a non-removable disk was removed, as a result disks would disappear from the system with no indication. The event id 157 error was implemented in Windows 8.1 and Windows Server 2012 R2 to log a record of a disk disappearing."

Why does this error happen?

These errors are most often caused when something disrupts the system's communication with a disk, such as a SAN fabric error or a SCSI bus problem. The errors can also be caused by a disk that fails, or when a user unplugs a disk while the system is running. An administrator that sees these errors needs to verify the heath of the disk subsystem.

We have seen event 157 within the guest OS (also in the context of running a Windows Failover Clustering role) usually due to the following factors:

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1. High IO workload which lead to throttling and causes IO delays (which lead to reaching the disk IO timeout,
2. A misconfiguration of this registry key System\CurrentControlSet\Services\Disk where the Timeout Value is e
3. Running a cluster validation by customer inside guest OS to check local storage on the cluster node (intent
4. A low memory condition within the customers VM
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Next actions:

It might be prudent to verify if the Guest VM is running Windows Failover Clustering role. The disk event can occur if both of the VMs are running Windows Failover Clustering, and certain operations were performed within the guest VM involving the cluster. Since only certain disk(s) and not all disks were affected (otherwise the VM would be restarted if OS disk would be affected), we should collect the windows clustering logs, and review them with the CSS Windows platforms team.

Steps:

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- Run PerfInsights
- Obtain Cluster logs from the customer for the time period (if running a Windows Failover Clustering role) us
- Obtain registry setting for disk timeout by looking at PerfInsights report
- Collect Hostanalyzer logs (check for high disk throttling, disk latencies and IO delays)
- Understand if misconfigured registry setting on guest OS and high IO throttling which could explain hitting
- Engage Windows platforms team if cluster role is used to verify cluster configuration  (Note: running a clus
- Involve Windows platforms team through MSSolve for this event
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Need additional help or have feedback?

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