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HP Warns That Some SSD Drives Will Fail at 32,768 Hours of Use

By [Ionut Ilascu](#)

November 26, 2019 06:23 PM 5



Hewlett Packard Enterprise (HPE) released firmware updates for a number of its Serial-Attached SCSI solid-state drives to prevent their failure at exactly 32,768 hours of operation time.

The devices are used in multiple server and storage products for enterprise, such as HPE ProLiant, Synergy, Apollo, JBOD D3xxx, D6xxx, D8xxx, MSA, StoreVirtual 4335 and StoreVirtual 3200.

The abnormal expiration time translates to 3 years, 270 days and 8 hours, a lot less than the normal lifespan of these products. For some of them, the warranty can be extended to up to five years.

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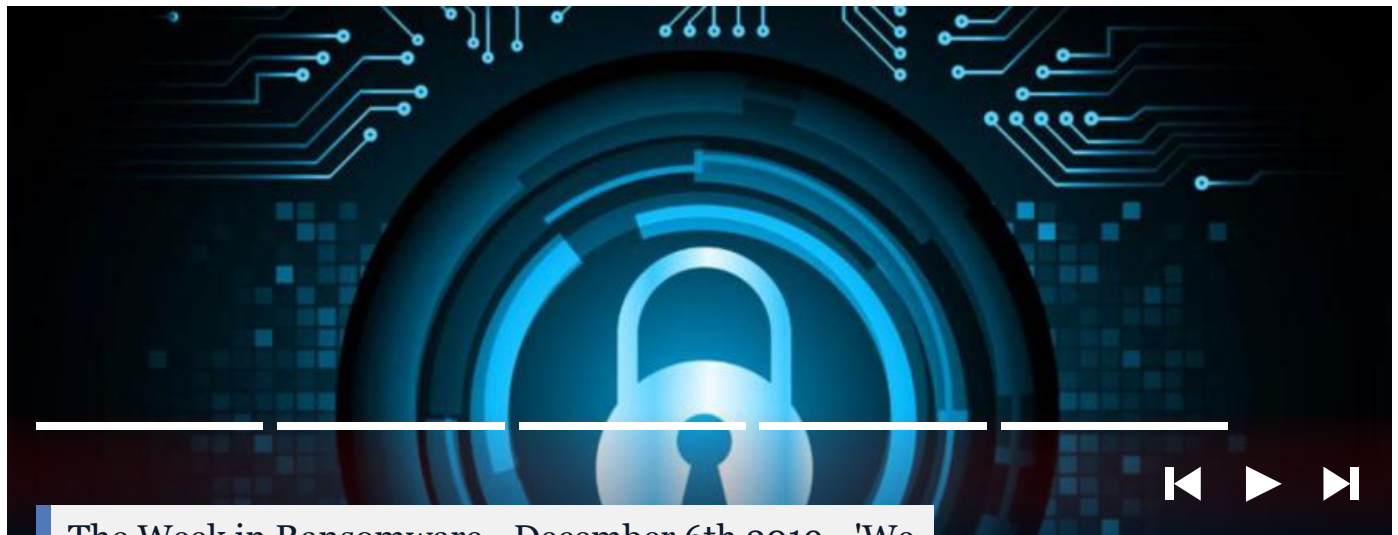
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Dire notification

The warning came through a customer bulletin from the HPE support center and notes that the SSD failure caused by the bug makes both the drive and the data on it unrecoverable.

Restoring the data would be possible "from backup in non-fault tolerance, such as RAID 0 and in fault tolerance RAID mode if more drives fail than what is supported by the fault tolerance RAID mode logical drive."

In total, HPE lists 20 drives affected by the issue. For the time being, a fix is available for only eight of them since November 22. For the rest of them, the company plans to release a firmware update in the second week of December.

HPE Model Number	HPE SKU	HPE SKU DESCRIPTION	HPE Spare Part SKU	HPE Firmware Fix Date
VO0480JFDGT	816562-B21	HP 480GB 12Gb SAS 2.5 RI PLP SC SSD	817047-001	11/22/2019
VO0960JFDGU	816568-B21	HP 960GB 12Gb SAS 2.5 RI PLP SC SSD	817049-001	11/22/2019
VO1920JFDGV	816572-B21	HP 1.92TB 12Gb SAS 2.5 RI PLP SC SSD	817051-001	11/22/2019
VO3840JFDHA	816576-B21	HP 3.84TB 12Gb SAS 2.5 RI PLP SC SSD	817053-001	11/22/2019
MO0400JFFCF	822555-B21	HP 400GB 12Gb SAS 2.5 MU PLP SC SSD S2	822784-001	11/22/2019
MO0800JFFCH	822559-B21	HP 800GB 12Gb SAS 2.5 MU PLP SC SSD S2	822786-001	11/22/2019

MO1600JFFCK	822563-B21	HP 1.6TB 12Gb SAS 2.5 MU PLP SC SSD S2	822788-001	11/22/2019
MO3200JFFCL	822567-B21	HP 3.2TB 12Gb SAS 2.5 MU PLP SC SSD S2	822790-001	11/22/2019
VO000480JWDAR	875311-B21	HPE 480GB SAS SFF RI SC DS SSD	875681-001	Week of 12/9/2019
VO000960JWDAT	875313-B21	HPE 960GB SAS SFF RI SC DS SSD	875682-001	Week of 12/9/2019
VO001920JWDAU	875326-B21	HPE1.92TB SAS RI SFF SC DS SSD	875684-001	Week of 12/9/2019
VO003840JWDAV	875330-B21	HPE 3.84TB SAS RI SFF SC DS SSD	875686-001	Week of 12/9/2019
VO007680JWCNK	870144-B21	HPE 7.68TB SAS 12G RI SFF SC DS SSD	870460-001	Week of 12/9/2019
VO015300JWCNL	870148-B21	HPE 15.3TB SAS 12G RI SFF SC DS SSD	870462-001	Week of 12/9/2019
VK000960JWSSQ	P06584-B21	HPE 960GB SAS RI SFF SC DS SSD	P08608-001	Week of 12/9/2019
VK001920JWSSR	P06586-B21	HPE 1.92TB SAS RI SFF SC DS SSD	P08609-001	Week of 12/9/2019
VK003840JWSST	P06588-B21	HPE 3.84TB SAS RI SFF SC DS SSD	P08610-001	Week of 12/9/2019
VK003840JWSST	P11329-B21	HPE 3.84TB SAS RI LFF SCC DS SPL SSD	P11360-001	Week of 12/9/2019
VK007680JWSSU	P06590-B21	HPE 7.68TB SAS RI SFF SC DS SSD	P08611-001	Week of 12/9/2019
VO015300JWSSV	P06592-B21	HPE 15.3TB SAS RI SFF SC DS SSD	P08612-001	Week of 12/9/2019

According to the [advisory](#), the failure is unavoidable unless the new firmware is installed, and SSDs installed at the same time are likely to fail "nearly simultaneously."

Some users experienced this scenario, with multiple vulnerable HPE drives in a server collapsing at about the same time. One user on Reddit [says](#) that six of their SSDs died in 15 minutes. Another one writes:

"Just had eight VOO480JFDGT drives fail 2 weeks ago in one server. Each failed within minutes of each other. It took over 2 weeks of HPE dropping the ball until they figured it out."

HPE did not find on its own about the issue in the firmware but learned about it from a SSD manufacturer, which explains why some products already reached the premature end.

Users can check the uptime of their drives with the Smart Storage Administrator ([SSA](#)) software, which provides power-on hours for each installed drive.

The saving firmware is HPD8. It is available for the V00480JFDGT, V00960JFDGU, V01920JFDGV, V03840JFDHA drive models (download for [VMware ESXi](#), [Windows](#), [Linux](#)).

It is also available for M00400JFFCF, M00800JFFCH, M01600JFFCK and M03200JFFCL (download for [VMware](#), [Windows](#), [Linux](#)).

Correction [11/27/2019] The Hewlett Packard Enterprise Company (HPE) was founded on November 1, 2015, from the splitting of the Hewlett-Packard (HP) company. It is business-oriented and has two divisions. One provides server, storage, and networking solutions, as well as consulting and support, while the other is Financial services and provides "investment and lifecycle strategies to accelerate digital transformation." The company trades under its own ticker symbol, HPE.

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Ionut Ilascu is freelancing as a technology writer with a focus on all things cybersecurity. The topics he writes about include malware, vulnerabilities, exploits and security defenses, as well as research and innovation in information security. His work has been published by Bitdefender, Netgear, The Security Ledger and Softpedia.

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That's not HP, it's Hewlett Packard Enterprise or HPE for short. These are SSDs that HPE uses in a number of their servers and storage arrays.

There's a pretty big difference between HPE and HPI. The old Hewlett-Packard split in two in 2015. HP Inc, what most people know as HP, is the Client PC and Printer company. I'd get it if it was a relatively new thing, but it's been 4, almost 5 years since the split happened.

[TheCodeGeek](#) - 1 week ago



Let me guess. HP forgot to randomize the values. DON'T BUY HP FOLKS! I've been saying this for years.

[Dominique1](#) - 1 week ago



This is what is called a Timed Bomb! Guess which company I will avoid like the plague in the future? :facepalm:

HerbxS - 1 week ago



I was recently an HP employee. The HP Z-book they issued me had it's SSD die within a year. I ended up having to order a new Samsung 970 EVO nvme SSD from Amazon because HP could only offer me another used trash SSD.

The way they operate is a joke.

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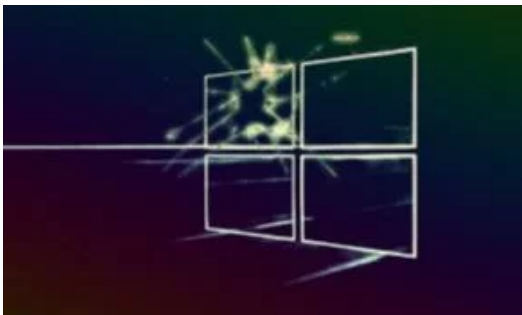
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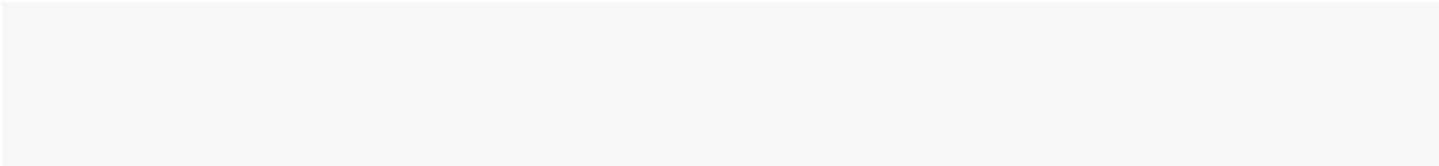
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