



Product Alert 38

Product	StorNext® 4.0, 4.0.1, and 4.0.1.1
Summary	Sparc Solaris® StorNext clients can't mount volumes that are 1TB or larger
Date	October 2010

Overview

Sparc Solaris Stornext 4.0 and 4.0.X clients are unable to mount EFI volumes larger than 2,147,481,600 (512-byte) sectors. Attempted mounts of file systems with larger devices or volumes fail with volume unavailable errors.

This issue can be diagnosed by running the following command on the affected client:

```
# cvlabel -c  
  
cutsi002 /dev/rdisk/c1t5006016810211003d4 8097278431 EFI # host  
1 lun 4 sectors 8097278431 sector_size 512 inquiry [DGC RAID 5  
0219] serial 600601608C50100046710C6872BCDF11 [Unusable: Unable  
to read last data block]
```

If any output lines from the command include the text, [Unusable: Unable to read last data block], the problem exists on that host and those devices cannot be used by StorNext file systems.

For more information, contact the Quantum Technical Assistance Center and reference CR 32191.

Symptoms

One or more StorNext 4.0 and 4.0.x file systems fail to mount on Sparc Solaris hosts. Mount attempts fail. Console log messages will show output similar to this:

```
Jul 11 13:17:37 cutso02 cvfs: [ID 782423 kern.warning] WARNING:  
Could not mount filesystem cutsout, cvfs error 'No such device'  
(36)
```

The output of the command `cvlabel -c` will show entries similar to this:

```
cutsi002 /dev/rdsk/c1t5006016810211003d4 8097278431 EFI # host  
1 lun 4 sectors 8097278431 sector_size 512 inquiry [DGC RAID 5  
0219] serial 600601608C50100046710C6872BCDF11 [Unusable: Unable  
to read last data block]
```

These messages will be generated for all volumes containing 2,147,481,601 or more sectors.

Cause

This is a regression in the StorNext 4.0 and 4.0.x Solaris Sparc-specific client volume validation code that fails on 32-bit or larger sector numbers.

Solution

Do not install StorNext 4.0 and 4.0.x on Sparc Solaris hosts that use EFI volumes of 2,147,481,601 or greater (512-byte) sectors. This problem does not exist on StorNext 3.5.X.

This issue will be addressed in a future StorNext release.

Workaround

The only workaround for users whose systems include Sparc Solaris StorNext clients is to avoid using StorNext 4.0 and 4.0.x software on those clients.

Contacting Quantum

More information about StorNext is available on the Quantum Service and Support website at www.quantum.com/ServiceandSupport. The Quantum Service and Support website contains a collection of information, including answers to frequently asked questions (FAQs). You can also access software, firmware, and drivers through this site.

For further assistance, contact the Quantum Technical Assistance Center:

North America	+1 800-284-5101 Option 5
EMEA	00800 9999 3822
Online Service and Support	www.quantum.com/OSR
World Wide Web	www.quantum.com/ServiceandSupport

(Local numbers for specific countries are listed on the Quantum Service and Support Website.)