Product Bulletin 106

Product	Quantum StorNext® Gen 2 Appliances using Appliance Controller (NAS) 2.3.0 or lower with QXS-484 12G attached storage arrays
Summary	RAS alert reporting is not supported in Appliance Controller 2.3.0 or lower for the StorNext Gen 2 Appliances connected to QXS-484 12G storage arrays.
Systems Affected	Systems include: • Xcellis Workflow Director (Gen 2) with QXS-484 12G attached • Xcellis Workflow Extender (Gen 2) with QXS-484 12G attached
Date	October 2019

Problem

Appliance Controller 2.3.0 or lower does not support RAS alerts on the StorNext Gen 2 Appliances connected to QXS-484 12G storage arrays.

• Errors occurring on QXS-484 12G storage arrays will not generate RAS tickets via the StorNext Gen 2 Appliance.

• This issue affects only the QXS-484 12G storage arrays attached to the StorNext Gen 2 Appliances.

Note: The standalone QXS-484 12G storage arrays are not affected.

• The QXS-312 12G, QXS-324 12G, QXS-412 12G, and QXS-424 12G storage arrays attached to the StorNext Gen 2 Appliances are not impacted.

Note: The standalone QXS-312 12G, QXS-324 12G, QXS-412 12G, and QXS-424 12G storage arrays are also not affected.

> **Note:** For more information, refer to Contacting Quantum, Quantum Technical Assistance Center, and reference CR 75297.

Symptoms

Errors occurring on QXS-484 12G storage arrays may trigger a visual indicator, such as drive error LED or controller error display, but RAS tickets will not be electronically reported.

Solution

Customers with QXS-484 12G storage arrays attached to StorNext Gen 2 Appliances using Appliance Controller 2.3.0 or lower must upgrade to Appliance Controller 2.3.1. Go to Quantum's Support page to download the required upgrade file:

https://www.quantum.com/serviceandsupport/softwareanddocumentationdownloads/nas/index.aspx

This issue is addressed in the upcoming StorNext release 6.3.1, which will include Appliance Controller 2.3.1, or later.

Workaround

Upgrade to Appliance Controller 2.3.1 in order to enable RAS ticket reporting on the StorNext Gen 2 Appliances with attached QXS-484 12G storage arrays.

Bulletin and Alert Automatic Notification

To automatically receive future bulletins and/or alerts for Quantum StorNext via email, go to the location below and enter basic information about yourself, your company, and your StorNext product. You will need to provide your StorNext serial number when you sign up.

Go to this location to sign up for automatic notification:

www.quantum.com/stornextbulletins

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:

United States	800-284-5101 Option 5 (toll free)
EMEA	00800 7826 8888 (toll free) 49 6131 3241 1164
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.)