



Product Alert 23

Product	StorNext® versions 3.0, 3.1, 3.1.1, and 3.1.2
Summary	StorNext installations that utilize Deduplicated Storage Disk (DDisk) may encounter data corruption, and as a result blockpool data stored on the Sdisk may be inaccessible
Date	February 2009

Overview

When using DDISK, old BLOB (Binary Large Object) data becomes corrupt and is discarded. Data stored on the DDISK device up to this point is lost. Data stored on the DDISK device afterwards is not affected because new BLOB data is created.

For more information, contact the Quantum Technical Assistance Center and reference CR 26399.

Below is a list of StorNext releases and the corresponding version of the Blockpool software included:

Release	Blockpool Version
3.0	2.3.1.0
3.1	2.3.10
3.1.1	2.3.10
3.1.2	2.9.10

This problem exists on StorNext releases 3.0, 3.1, 3.1.1, and 3.1.2. All StorNext releases after 3.1.2 will contain a version of the Blockpool software that contains the fix.

Symptoms

The following message appears in the TSM tac log and syslog:

W: Unable to recover BLOB data. Creating new BLOB data.

1. In the `/var/log/messages` you'll see an entry similar to this:

```
Nov 22 19:35:08 as-adic01 Blockpool[14897]: W: Unable to recover BLOB data. Creating new BLOB data.
```

2. The tac log entry looks like this:

```
Nov 22 19:35:08 as-adic01 sntsm fsclean[20271]:  
E1200(7)<1832705277>:Bfst726: Bfst error occurred: Data corruption detected(46125940)
```

3. In the `/usr/adic/TSM/logs/tac/bp_<bpname>.log` file you'll see the following message:

```
20081122 19:35:08.068 W: Unable to recover BLOB data. Creating new BLOB data.
```

Cause

There is a bug in the Blockpool software in versions prior to 2.11.10. This bug occurs when certain corruption errors are detected in the BLOB tree that cannot be repaired. The corrupted BLOB data is discarded, and new BLOB data is created.

Solution

The solution is to upgrade to a version of StorNext that contains a corrected version of the Blockpool software: 3.1.3 or later, or 3.5 or later

However, a workaround is to configure all policy classes that use DDISK to always store two copies of the files. Store one copy to DDISK and the second copy to a non-DDISK device such as SDISK or tape.