Product Bulletin 61

Product	All versions of StorNext®
Summary	Linux HBA Drivers and Multipathing Support Changes
Date	September 2010

Problem

HP has announced a change in their Linux Multipathing support which makes it reliant on Device Mapper Multipathing (MPP). Device Mapper Multipathing is not supported in releases prior to StorNext 4.0.1.

For more information, contact the Quantum Technical Assistance Center and reference CR 30899.

For more information on HP support, see HP document c01430228, Linux HBA Drivers and Multipathing Support Changes.

http://h20000.www2.hp.com/bizsupport/TechSupport/
Document.jsp?lang=en&cc=us&taskId=120&prodSeriesId=3559651&prodTypeId=18964&objectID=c01430228

Symptoms

StorNext will not use created multipath devices and will not mount file systems on these devices due to the extra device opens maintained by device mapper. A mount request will fail with the following message, and a message will appear in the system log.

The system log message specifies an error code 6, which is EBUSY.

```
Mounting filesystem hpsans10 on device /dev/cvfsctl1 directory /
sans/hpsans10
  nthreads=12, ReadOnly=no
  buffers=yes, sparse=yes, protect_alloc=no, auto_concwrite=no,
syslog=info
  timeout=200, recon=hard, retrans=12, mnt_recon=hard,
mnt_retrans=1
mount.cvfs: Can't mount filesystem 'hpsans10'.
Check system log for details.   Device or resource busy
```

This message appears in the system log:

```
Feb 16 11:30:03 test kernel: MdOpenDisks: OpenFailed! mi
0xd9c8c000 unit 0.0 error 6 name </dev/sdbf>
```

Solution

This issue is addressed in the StorNext 4.0.1 release, and includes changes to disk scanning.

Workaround

If your HBA MultiPath driver is not supported for your planned Linux OS version/update/service pack and you require using Linux MPP, upgrade to StorNext 4.0.1.

Contacting Quantum

More information about StorNext is available on the Service and Support website at www.quantum.com/support. The 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, or if training is desired, contact Quantum:

Quantum Technical Assistance Center in the USA:	+1 800-284-5101
For additional contact information:	www.quantum.com/support
To open a Service Request:	www.quantum.com/osr

For the most updated information on Quantum Global Services, please visit:
www.quantum.com/support