



3ware Customer Advisory

June 19, 2007 (updated February 12, 2008)

This advisory is limited to fully initialized RAID 6 enabled RAID arrays, other RAID level operations, including RAID 5, are not affected.

Subject:

There is a potential RAID 6 data integrity issue using 3ware Software Release 9.4.1.0 (Firmware version 3.08.00.004) and 9.4.1.1 (Firmware version: 3.08.00.004).

Description:

AMCC Storage has identified a situation where reconstruction of a single degraded drive during the RAID 6 rebuild process using software releases 9.4.1.0 and 9.4.1.1 will cause data loss.

Resolution:

Software 9.4.1.2 (Firmware version 3.08.02.005) and newer will correct this problem. It will be posted to the 3ware support page: <http://www.3ware.com/support/index.asp> for customer download on **Friday, June 22**. All new controller shipments, beginning today, will include Software 9.4.1.2 or newer. It is not recommended that you use RAID 6 on current implementations until this release is made available (6/22/07). As of February 12, 2008 the latest available software release is 9.4.2, which includes the RAID 6 fix.

Safeguard Data in the Short Term:

It is necessary to prevent a single drive rebuild before Software 9.4.1.2 or newer availability. It is recommended that the following steps be taken.

- 1) Remove hot spare units if any are configured. Turn off Auto Rebuild via 3DM or CLI. Do not start a manual rebuild.
- 2) Leave the array in degraded mode; you are fully protected in this condition in the event of a second drive failure.

Affected Controllers:

3ware 9650SE-8LPML
3ware 9650SE-12ML
3ware 9650SE-16ML
3ware 9650SE-24M8

For answers to specific questions, or for more information, please contact your local 3ware Sales representative or Scott Cleland, Director of Marketing at scleland@amcc.com