



Product Alert 54

Product	DXi480x and DXi9000 with Software Version 4.1.0
Summary	DXi systems using software version 4.1.0 might be at risk of data corruption when using Synthetic backup operations.
Date	September 2020

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Overview

Affected Systems

Customers might be at risk of data corruption on systems with DXi software 4.1.0 installed if they are performing Synthetic backup operations.

Problem Description

A bug discovered in DXi software version 4.1.0, used on DXi480x and DXi9000, can cause undetected data corruption with or without blockpool assertions in certain applications. Customers with new systems using 4.1.0 or existing systems updated to 4.1.0 might be at risk.

i Note: Systems not employing Synthetic backup operations are not exposed to this bug (for example, VTL, SMB/CIFS, RMAN Plug-in, or AccentFS, and NBU without Accelerator).

i Note: Software 4.0.5 and prior releases are not exposed to this bug.

Symptoms

Data corruption might occur on systems using 4.1.0 when Synthetic backup operations are enabled via the backup software application. Data corruption might or might not result in blockpool assertions and core files, potentially remaining undetected. Only files created using synthetic backups are known to be exposed to this 4.1.0 bug.

Solution

Customers with systems using 4.1.0 should disable the synthetic backup operations in the ISV application, pending system update with new software version 4.1.1, or later. Customers with systems using 4.1.0 must upgrade to 4.1.1, or later, and store new full backups prior to re-enabling synthetic backup operations. Contact Quantum support to obtain the 4.1.1 software update files (see [Contacting Quantum on the next page](#)).

Quantum strongly recommends quarantining all shares created using synthetic backups prior to updating the system to 4.1.1, or later. This includes data replicated from the 4.1.0 source systems running synthetic backups to other target systems.

Short term, Quantum is working on an additional software release, anticipated to be 4.1.1.2, that includes the 4.1.1 data corruption fix and other changes. This will be a general release and will be made available through all the standard methods.

Long term, Quantum plans to release a software version with the ability to detect data corruption that might have occurred while running synthetic operations on systems using 4.1.0. Notification of this future software release will be sent to all customers with systems potentially exposed to the 4.1.0 data corruption bug.

If your system is using 4.1.0 and is experiencing the [Symptoms on the previous page](#), contact Quantum Support and reference Product Alert 54 (see [Contacting Quantum below](#)).

Contacting Quantum

Contacts

For information about contacting Quantum, including Quantum office locations, go to:

<https://www.quantum.com/aboutus/contactus/index.aspx>

For further assistance, or for training opportunities, contact the Quantum Customer Support Center:

Region	Support Contact
North America	1-800-284-5101 (toll free) +1-720-249-5700
EMEA	+800-7826-8888 (toll free) +49 6131 324 185
Asia Pacific	+800-7826-8887 (toll free) +603-7953-3010

For worldwide support:

<https://www.quantum.com/serviceandsupport/get-help/index.aspx#contact-support>

Comments

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