

Product Alert 183

6-00960-183, April 2025

Product

DXi4800

Summary

An issue has been identified with the Dxi4800 when more than one (1) SSD for capacity upgrade generates and error message.

Affected Systems

•	8-02125-XX	DXI4800,BASE SYSTEM,NA
•	8-02126-XX	DXI4800,BASE SYSTEM,MP
•	8-02381-XX	ETERNUS CS800 M1 SCALE, BASE NODE, NAS
•	8-02382-XX	ETERNUS CS800 M1 SCALE, BASE NODE, MP

Problem Description

A known issue with the DXi4800 where the SSD added to increase capacity results in an error message.

Symptoms

The GUI and CLI report the drive in a "warning" state.

Solution

Quantum has reviewed this issue and the system is working but also please contact Quantum Sales Support to walk you through the update process

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