Product Bulletin 108

Product	F2000 1.1.0 through 1.1.1
Summary	Fibre Channel hosts do not reconnect after an F2000 node fails back
Date	April 2020

Problem

Affected systems include:

- Systems running F2000 software versions 1.1.0 through 1.1.1
- Fibre Channel topology with Linux and Windows hosts as Fibre Channel (FC) initiators

In some cases, the Fibre Channel initiators do not reconnect to the F2000 after a controller node fails over and then fails back.

Note: If you are impacted by this issue, please call Quantum Support and reference this Product Bulletin. See Contacting Quantum.

Symptoms

The following symptoms may be present if the system enters this state:

- The Web GUI still reports a network resolution issue "Trouble loading network resolve data"
- And then does not correctly report the storage data with the error "Trouble loading target data".

Note: The peak performance of the array will be degraded.

Solution

Upgrading to F2000 1.1.2 software or later will avoid the issue. F2000 1.1.2 software is targeted to be available on April 20 2020.

Workaround

Restarting the initiator after the F2000 fails back will work around the issue.

Contacting Quantum

More information about Quantum Products is available on the Quantum Service and Support website at www.quantum.com/ServiceandSupport. The Quantum 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, contact the Quantum Technical Assistance Center:

United States	800-284-5101 Option 5 (toll free)
EMEA	00800 7826 8888 (toll free) 49 6131 3241 1164
Online Service and Support	www.quantum.com/OSR
World Wide Web	www.quantum.com/ServiceandSupport

(Local numbers for specific countries are listed on the Quantum Service and Support Website.)