

## Product Alert 60

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### Summary

When you upgrade an H-Series (H20xx or H40xx) from version 1.x to version 2.0.1, the system does not properly update its NVD timeout values. As a result, this leads to a block device failure during a single controller power off / replacement activity.

### Affected Systems and Versions

H-Series (H2012, H2024, H4012, H4024, H4000E).

### Problem Description

When you power off or replace a single controller, the remaining controller generates an I/O error due to hanging requests to the remote NVD device. The upgrade process from version 1.x to version 2.0.1 does not properly update the NVD timeouts level. The fix sets the proper I/O timeout value for NVD to allow proper handling of the missing device.

This only occurs when you upgrade from version 1.x to version 2.0.1. This does not affect systems from the factory with version 2.0.x as the timeout values are correct in that configuration.

### Symptoms

Initiators get I/O errors when accessing the block storage LUNs causing an outage event.

### Solution

For customers that previously updated to QBSP software version 2.0.1, install the mandatory QBSP software version 2.0.2 (or later). For instructions on how to update customer installable code, see the [H4000 Documentation Center "Update System Software"](#) page.

If needed, contact [Quantum Support](#) to obtain additional assistance to guide you through the required software update.