Product Alert 181

6-00960-181, October 2024

Product

F-Series F2100 running QBSP 2.3.1 release

Summary

Turning on SED support for the drives, writing data, and then turning off SED support could result in data loss

Affected Systems and Versions

- F2100 systems running QBSP 2.3.1 release

Problem Description

Data could be lost on an F2100 system if the following steps are performed.

- Turn on SED support for the F2100

- Write data to the drives/F2100

- Turn off SED support for the F2100

- Power cycle or lose Power to the system

This is caused by a bug in the Samsung NVME drives at a revision prior to EPK9GB5Q.

Refer to https://github.com/Drive-Trust-Alliance/sedutil/issues/413#issuecomment-1310771000 for more details.

Symptoms

Potential loss of data

Solution

After SED is turned on for the F2100, do not turn off SED support unless the Samsung NVME drives are at version EPK9GB5Q or later.
To see the version of the drives run "nvme list" from the root shell and examine each drive row.
Other option if SED is turn on then off, to turn back on SED before powering off the system.