

A3500 array problem

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To: <sunmanagers@sunmanagers.org>

Just to bring back old memories for some people...
We have an A3500 with 2 full trays, each split as 2.
One disk went bad on Friday.
My colleague pulled the bad disk,
put in the replacement (happens to have a different Seagate part #),
then all six disks in that = tray started having a problem.
the five good disks' lights would go on for a few seconds, then off, then on –
in unison.

Controller B was offline. I onlined it.

Now, none of the disks in the tray can be detected,
although all of them seem to have power.

Sun says I need to power cycle the array controller, and see if it helps...
but without shutting down the tray.
They warned of dire consequences of shutting down the tray.
Possibly need to go to the OK prompt.

My next try is another department is lending me another disk.

Note, due to a possibly poor design, this half-tray is involved
in all of our mirrored LUNS. Also, the array is dual-hosted.

I'll be googling more,
but I would be grateful if anyone has suggestions,
as this is for us a Priority one problem.

Thanks
Seth

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