

Customer Advisory regarding specific solid-state drives used in VNXe3200 and VNXe1600 systems

(EMC Internal Reference ID – EMC FCO F120616EE)

January 12th, 2017

This Customer Advisory is to inform you of an issue involving VNXe3200 and VNXe1600 systems containing the solid state drives (SSDs) identified below. There is a significant risk of data unavailability when the affected SSDs exceed 700 to 1,000 days of continuous runtime. Since your VNXe3200 and VNXe1600 systems may be approaching this limit of continuous runtime, it is **critically** important to upgrade the drive firmware on your VNXe3200 and VNXe1600 systems to version 0337 as soon as possible as this version clears the buffer before it overflows. To that end, EMC has decided to take immediate, proactive action and upgrade the drive firmware on the affected SSDs in your VNXe3200 and VNXe1600 systems. EMC will perform this firmware upgrade at no charge to you. An EMC representative will be contacting you to schedule a convenient time to allow for this upgrade. EMC requests your cooperation to allow for this upgrade as soon as possible.

The affected part numbers are:

	2.5" carrier	3.5" carrier
100 GB:	005050598	005050424
200 GB:	005050599	005050425

Issue Description

EMC has become aware of an issue with the above-referenced SSDs contained in VNXe3200 and VNXe1600 systems procured by EMC from a 3rd party manufacturer. After approximately 700 to 1,000 days of continuous runtime, the affected SSDs may experience a memory leak condition. In this event, a data unavailability situation may occur. Since all SSDs in a VNXe3200 and VNXe1600 system are powered up simultaneously, all SSDs will reach 700 to 1,000 days of runtime simultaneously, which means that all affected SSDs would become unavailable simultaneously if this event occurs. EMC has decided to take immediate proactive action and upgrade the affected SSDs. Although you may not have encountered the issue described in this Customer Advisory, EMC **strongly recommends** that you allow for this firmware upgrade as soon as possible.

Implementation Procedure

SSD firmware can be upgraded by customers using Unisphere. An EMC Customer Service Representative will contact you to discuss the upgrade. If you choose to have EMC perform the firmware upgrade, a convenient time will be arranged. SSD firmware upgrades can be done without taking the EMC storage system offline. If you elect to have EMC perform the upgrade, EMC may perform it remotely using EMC's Remote Change Management Team in order to expedite. After the upgrade is installed, the EMC Customer Engineer will run an EMC Health Check on your EMC storage system.



If you are not already taking advantage of “connect home” through the most recent version of EMC Secure Remote Services (ESRS version 3.x), EMC encourages you to consider the business benefits of this complimentary proactive capability. With ESRS, our customers experience the fastest possible response, escalation and resolution times to maximize information availability. ESRS version 3, the ESRS “Virtual Edition,” is proactive, secure, virtual, simple, and built to scale with the growth and evolution of your IT environment. [Click here](#) to access ESRS v3 downloads and technical documentation. As part of the upgrade process to SSD firmware version 0337, your EMC Customer Engineer will also review and, if applicable, address connectivity issues you may currently be experiencing.

Recommendation and Further Assistance

As noted above, EMC strongly recommends that you allow for this firmware upgrade as soon as possible.

If you have not already done so, EMC also recommends that you subscribe to receive EMC Technical Advisories, which contain important information about your EMC products. To register, please refer to EMC Online Support at: <https://support.emc.com/preferences/subscriptions/advisories>. You can select “All EMC Products ETA” to subscribe to alerts for all EMC products or type a product name to add alerts for individual products.

EMC appreciates your business. We are constantly working to help customers better protect their most important asset; their business data. Please contact your local support team if you have any questions concerning this Customer Advisory.

Sincerely,
EMC Corporation