NetApp storage array reporting 'Uncertified drive detected'

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SGI Solution:

Symptoms

After inserting a new drive into the NetApp storage array, it reports the drive is failed and marked as Uncertified.

Cause

The drive received has a dacstore on it that is newer than the firmware on the controller. All replacement drives should have the older dacstore so that it is compatible with any controller firmware. Please report this to your SGI Support representative so that they can report this and get the matter corrected with our supplier.

Fix

1. Connect to the console on each of the controllers.
   - How to connect to the serial console port
   - How to connect to the console via the network
2. Remove the failed drive from it's slot
   Insure the Service Action Allowed LED is lit, and if there is any question, it is advisable to use the locate LED to insure you are working with the correct drive to prevent data loss.
3. Wait for 30-40 seconds
4. Install the drive back into the slot
   Watch the console messages and note the 'dev' number of the drive receiving the 'Unsupported dacstore'.

   ```
   ->
   07/01/11-18:34:43 (GMT) (ssmDriveSpinTask): NOTE: cfgCommonReplaceCode: dev = 0x100005
   07/01/11-18:34:43 (GMT) (ssmDriveSpinTask): WARN: Unsupported dacstore: dev = 0x100005
   07/01/11-18:34:43 (GMT) (ssmDriveSpinTask): WARN: Unsupported dacstore: dev = 0x100005
   ```

   If this message is not seen, check the state of the drive to see if it is now been added successfully. If so, the reseat was enough to fix it, if not then note the messages seen and contact your SGI Support representative before continuing.
5. On the controller run 'loadDebug'
   ```
   -> loadDebug
   ```
6. Run the cfgWipe1 command with the disk device number on both controllers in the array.
   ```
   -> cfgWipe1 0x100005
   value = 0 = 0x0
   ```
7. Pull the drive out once more wait 30-40 seconds
8. The drive should now be added successfully
   ```
   07/01/11-18:36:32 (GMT) (utlTimer): NOTE: fcnChannelReport ==> +0 +1 =2 3
   07/01/11-18:36:39 (GMT) (ProcessNonTransEven): WARN: DriveMgr: Removal event for drive that doesn't exist
   07/01/11-18:37:32 (GMT) (utlTimer): NOTE: fcnChannelReport ==> +0 +1 =2 3
   07/01/11-18:37:53 (GMT) (ssmDriveSpinTask): NOTE: cfgCommonReplaceCode: dev = 0x100005
   07/01/11-18:38:02 (GMT) (ssmDriveSpinTask): NOTE: cfgCommonReplaceCode: complete dev = 0x100005
   ```

Answers others found helpful

- How to connect to the shell interface on SGI InfiniteStorage RAID controllers
- How-To: replace a failed drive in a NetApp RAID array
- Replacement drive did not rebuild.
- Serial Port Break Sequences
- NetApp TPM Quick-Reference

Additional Details

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Products	Storage RAID Platforms NetApp Storage Arrays IS5600/iS5600i IS5500 IS5100 IS5000 IS E5424 IS4600 IS4500 IS4100 IS4000 IS350 IS220 IS120 TP9700 TP9500/TP9500S TP9400 TP9300/TP9300S
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