

2016 to 2020

Q60011408 - 12Gb/s SAS Drives will not be detected on ARC-8040 storage.

12Gb drives define SAS connector pin3 for power down control, but pin1-3 was defined for 3.3V input on 6Gb or older SAS specifications. If the backplane provides 3.3V, 3.3V will trigger the hard drive power down feature and result drive not start up. Our 8040 backplane provides 3.3V, so 12G drives will not power up on 8040.

Two possible solutions for this case:

1. Paste a tape on the hard drive SAS connector (P1~P3) to block power down control feature, because we do not use this feature.

2. Modify the backplane to remove 3.3V power feature

Unique solution ID: #1211

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