Q10071311 - The volume keeps failing drives when using Seagate Barracuda 7200.14 drives (models: ST3000DM001, ST2500DM001, ST2000DM001, or ST1000DM003). Is this a any issue with those drives?

Yes, there is a known issue with the Seagate Barracuda 7200.14 SATA 6Gb/s drives (models name: ST3000DM001, ST2500DM001, ST2000DM001 and ST1000DM003) running with firmware CC4G (or earlier). Seagate has updated new firmware that may help controller to stabilize with those drives. We recommend flashing the drives to the latest firmware CC4H (or higher) provided by Seagate. See Seagate's Knowledgebase Article for further details regarding firmware version CC4H.

In order to get the drive to the CC4H firmware you will need to upgrade the drive to CC4G first. After you apply the CC4G firmware you will need to completely power cycle the drive before you try to apply the CC4H firmware. If you try to apply the CC4H firmware to the drive before it is on CC4G there is a good chance you will cause the drive to malfunction.

Firmware is specific to the part number of the serial number you have. If any of your drives do not match, this will likely cause issues. Please double check the listed firmware and part numbers assigned to each of your drives, so potential issues and failure can be prevented, before applying the new firmware.

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