

2018

Q10071807 - We have an ARC-1883i controller which gives below errors without slot number?

System Events Information		
Time	Device	Event Type
2018-06-14 09:17:26	172.016.018.006	HTTP Log In
2018-06-13 23:01:46	Enc#2 ArrayDevic	Time Out Error
2018-06-06 23:01:00	Enc#2 ArrayDevic	Time Out Error
2018-05-16 00:05:00	172.016.018.007	HTTP Log In
2018-05-01 16:53:30	H/W Monitor	Test Event
2018-05-01 16:52:47	172.016.018.010	HTTP Log In
2018-04-23 20:56:38	172.016.018.006	HTTP Log In
2018-04-23 20:59:10	H/W Monitor	Raid Powered On
2018-04-22 03:26:07	Enc#2 ArrayDevic	Time Out Error
2018-04-18 11:51:50	172.016.018.007	HTTP Log In
2018-03-28 20:56:48	172.016.018.003	HTTP Log In
2018-03-27 09:32:09	172.016.018.007	HTTP Log In

The device name reported by the enclosure is longer than firmware allowed and result truncation, so you can not identify which drive have this error based by this event. You can check the drive status of each member to find out the unstable member. the timeout error count in the drive status page of unstable drive should be non-zero. You can consider to update controller's firmware with the latest version in our web site. We had added filter for device name in newer versions to avoid this kind of string truncation issue.

Unique solution ID: #1761

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