

知 P408i-a阵列卡低版本驱动下导致硬盘变为只读

Smart Array

驱动安装升级

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组网及说明

P408i-a:

firmware:5.32

driver: smartqpi 1.1.4-115

OS: 3.10.0-957.21.3.el7.x86_64

问题描述

用户现场一台DL380 Gen10服务器遇到的系统下逻辑盘变为只读的问题，系统下对应的逻辑盘无法访问：

```
1448.421378] sd 1:1:0:0: rejecting I/O to offline device
1448.421378] sd 1:1:0:0: rejecting I/O to offline device
1448.422514] sd 1:1:0:0: rejecting I/O to offline device
1448.473204] sd 1:1:0:0: rejecting I/O to offline device
1448.473551] sd 1:1:0:0: rejecting I/O to offline device
1448.473833] sd 1:1:0:0: rejecting I/O to offline device
1448.474118] sd 1:1:0:0: rejecting I/O to offline device
```

过程分析

此问题，经查询为阵列卡驱动（smartpqi）在1.2.4-065版本以下的已知issue，官网对应版本的release notes以及HPE案例库中具有记录：

版本: 1.2.4-065 (2 四月 2019)

增强功能

- Added support for Red Hat Enterprise Linux 7.6

修复

Upgrade Requirement:

Recommended - HPE recommends users update to this version at their earliest convenience.

Fixes the following issues:

- Kernel panic may occur during device discovery state.
- System could stop responding after a Logical Volume access failure

Footprint B: couldn't access filesystem: after a physical disk failure.

>>> IML <<<

Critical: 49.574259,0x0013,Drive Array,0x0014,Hardware,06/23/2018 20:52:34,20: Slot 0 Smart Array - Drive is failed: Port 2! Box 2 Bay 4
ACTION: 1. Be sure all cables are connected properly and securely. 2. Be sure all drives are fully seated. 3. Replace the defective cables, drive, or both.

>>> OS messages <<<

```
Jun 23 20:52:37 P-TVIEW-MEDIA359 kernel: smartpqi 0000:5c:00.0: resetting scsi 1:1:0:1
Jun 23 20:52:37 P-TVIEW-MEDIA359 kernel: smartpqi 0000:5c:00.0: resetting scsi 1:1:0:1
Jun 23 20:52:37 P-TVIEW-MEDIA359 kernel: smartpqi 0000:5c:00.0: reset of scsi 1:1:0:1: SUCCESS
Jun 23 20:52:37 P-TVIEW-MEDIA359 kernel: smartpqi 0000:5c:00.0: reset of scsi 1:1:0:1: SUCCESS
Jun 23 20:52:37 P-TVIEW-MEDIA359 kernel: sd 1:1:0:1: [sd] Medium access timeout failure. Offlining disk!
Jun 23 20:52:37 P-TVIEW-MEDIA359 kernel: sd 1:1:0:1: [sd] Medium access timeout failure. Offlining disk!
Jun 23 20:52:37 P-TVIEW-MEDIA359 kernel: sd 1:1:0:1: Device offlined - not ready after error recovery
Jun 23 20:52:37 P-TVIEW-MEDIA359 kernel: sd 1:1:0:1: [sd] FAILED Result: hostbyte=DID_OK driverbyte=DRIVER_TIMEOUT
Jun 23 20:52:37 P-TVIEW-MEDIA359 kernel: sd 1:1:0:1: [sd] CDB: Write(16) 8a 00 00 00 00 18 0c e1 51 f8 00 00 10 00 00 00
Jun 23 20:52:37 P-TVIEW-MEDIA359 kernel: blk_update_request: I/O error, dev sdb, sector 103295308280
Jun 23 20:52:37 P-TVIEW-MEDIA359 kernel: blk_update_request: I/O error, dev sdb, sector 103295308280
Jun 23 20:52:37 P-TVIEW-MEDIA359 kernel: sd 1:1:0:1: rejecting I/O to offline device
Jun 23 20:52:37 P-TVIEW-MEDIA359 kernel: sd 1:1:0:1: rejecting I/O to offline device
Jun 23 20:52:37 P-TVIEW-MEDIA359 kernel: sd 1:1:0:1: [sd] killing request
Jun 23 20:52:37 P-TVIEW-MEDIA359 kernel: sd 1:1:0:1: rejecting I/O to offline device
Jun 23 20:52:37 P-TVIEW-MEDIA359 kernel: sd 1:1:0:1: rejecting I/O to offline device
Jun 23 20:52:37 P-TVIEW-MEDIA359 kernel: sd 1:1:0:1: [sd] FAILED Result: hostbyte=DID_NO_CONNECT driverbyte=DRIVER_OK
```

Work Around:

Resolution:

Fix made in the 1.2.4-065 driver and will be released with Snap 4 on April 2. Although not searchable until the release, the fixed driver can be found here:

解决方法

升级驱动到最新版本

