# **Dell EMC ME4 Series Storage Systems**

Release Notes



#### Notes, cautions, and warnings

- () NOTE: A NOTE indicates important information that helps you make better use of your product.
- △ CAUTION: A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.
- Marning: A WARNING indicates a potential for property damage, personal injury, or death.

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# **Release summary**

Release G27R005 introduces the SupportAssist feature, and includes fixed issues.

#### **Release date**

December 2018

(i) NOTE: To determine the most recent release for your platform, log in to www.dell.com/support/.



# Compatibility

## Support Matrix

This section contains ME4 Series compatibility changes in this release (G275R005).

For a complete list of the supported ME4 Series system compatibilities, see the *Dell EMC PowerVault ME4 Series Support Matrix*, available on www.dell.com/support.

## Supported Operating Systems

This release adds support for VMware ESXi 6.7.



# **New Features**

The following features are new in this release.

### **SupportAssist**

Dell EMC SupportAssist provides an enhanced support experience for ME4 Series arrays by sending configuration and diagnostic information to Dell EMC at regular intervals. Dell EMC analyzes this data and automatically performs health checks. If issues are detected that require attention, support cases are opened automatically, immediately starting the process to troubleshoot and resolve the issue. This often occurs before storage administrators even notice that there's a problem.

NOTE: SupportAssist is not enabled by default. For more information about SupportAssist and how to enable it, see the Dell EMC ME4 Series Storage System Administrator's Guide.

# **Fixed issues**

The following issues were fixed in release G275R005:

### Alerts and reporting

The following issues were related to alerts and reporting:

Issue	Description
50419	A deleted volume was shown in the MESM.

# Replication

The following issues were related to replication:

Issue	Description
50927	Sometimes, RJ45 replication options did not work as expected. You can now query other RJ45-based systems and successfully replicate.

### User management

The following issues were related to user management:

Issue	Description
50629	After running the restore defaults CLI command, Telnet displayed as disabled but the port was still open.

# **Known issues**

#### Topics:

- Alerts and reporting
- Hardware
- · Installation and Updates
- · Replication and live volumes
- Storage management
- User management

### **Alerts and reporting**

The following issues are related to alerts and reporting:

Issue	Description
50115	Virtual pool performance data is not shown on the Performance page in the MESM. Workaround: Use the CLI show pool-statistics command to view virtual pool performance data.
50247	In ME Storage Manager, disk-group historical statistics can be viewed, but not successfully exported. <b>Workaround:</b> None.
49875	In rare cases, controller A and controller B can report different health values for an unsupported disk. <b>Workaround:</b> None needed; unsupported disks cannot be used.
50419	A deleted volume remains shown in the MESM. <b>Workaround:</b> Refresh the browser. The deleted volume is no longer shown.

#### Hardware

The following issues are related to hardware and configuration.

50204	Rarely, replacing a controller with DHCP turned off causes the Storage Controller to have an invalid IPv6 IP address. <b>Workaround:</b> Do the following from the controller that was not replaced:
	1 Add the IPv6 address.
	2 Set the correct IPv4 network parameters.
	3~ In the CLI run restart mc $<$ ID> where $<$ ID> is the replaced controller. For example, to restart controller B, run restart mc b.
49874	A controller module was killed by its partner.
	Workaround: Restart the controller module.
49932	After attempting to change FDE keys twice on a failed disk, the system secured the disks. <b>Workaround:</b> None. Remove failed disks from the system and replace them with new ones.

48310	ME Storage Manager returns an error if you click <b>Turn OFF LEDs</b> without selecting any component. <b>Workaround:</b> You can click <b>OK</b> and ignore the error, or select a component with LEDs on and click <b>Turn OFF LEDs</b> .
50685	ME Storage Manager validation fails on SMTP server if you enter a FQDN instead of an IP. <b>Workaround:</b> Enter a valid IP address, or use the CLI.
50686	Running a rescan using ME Storage Manager causes a temporary false temp sensor error. <b>Workaround:</b> None required. This health issue resolves itself and does not generate an event in the logs.

# Installation and Updates

The following issues are related to installation and updates:

Issue	Description
49548	In rare cases, running the show version CLI command during a firmware update can cause the Management Controller (MC) to crash. The partner controller's MC is not affected
	Workaround: None needed. The MC restarts automatically.
49746	For a system that has a 2U24 controller enclosure with a single controller module, 5U84 expansion enclosures, a maximum pool configuration, and active host I/O and utility I/O, after updating firmware some disk groups are quarantined and disks are reported as missing.
	Workaround: Do the following:
	1 Before upgrading the firmware ensure that any disk-group reconstruction and online/offline initialization operations are complete.
	2 Quiesce I/O and stop scrub utilities.
	3 Power off the controller enclosure.
	4 Power cycle all expansion enclosures.
	5 Power on the controller enclosure and wait for the disk groups to de-quarantine and rebuild.
49929	Rarely, a Firmware update failed error message displays while loading firmware bundles.
	Workaround: None needed. Despite the error message, the update runs successfully in the background.
50140	In rare cases, after installing a firmware bundle, event 235 is logged with details that include <code>Not Ready</code> , <code>enclosure services unavailable</code> .
	Workaround: Quiesce I/O to the storage system and then power cycle the controller enclosure.
49363	After a failed code load, a controller was left in a down state. Attempting to retrieve logs failed without an error message.
	Workaround: None.
49945	Network IP settings of a newly inserted controller will be incorrect if all of the following are true:
	<ul> <li>The newly inserted controller uses IPv6 addressing</li> </ul>
	The midplane is set to static IP addressing
	The newly inserted controller is set to DHCP
	A communication issue occurs between the Management Controller and the Storage Controller
	<b>Workaround:</b> Set up the new controller IP addresses manually as described in the topic about configuring controller network ports in the <i>Dell EMC ME4 Series Storage System Administrator's Guide</i> .
50418	When inserting a controller containing older firmware, the controller with newer firmware unexpectedly reboots after the firmware is synchronized.

Workaround: None needed. The automatic reboot fixes the issue.

### **Replication and live volumes**

The following issues are related to replication and live volumes:

Issue	Description
50268	Rarely, replication schedules and replication operations do not initiate after modifying an iSCSI CHAP secret. This is due to the queued replication getting stuck, causing replication sets to remain in a continuous Ready state and preventing future replications from occurring.
	<b>Workaround:</b> Abort the replication, then clear the replication queue using theclear replication-queue CLI command.
49181	In rare cases, a replication operation can fail with the message Error: The requested operation is not allowed for the current state of the virtual replication set. An attempt to resume replication fails with the message Error: The operation cannot be completed because controller failover or recovery is in progress.
	<b>Workaround:</b> Restart the controller modules in the secondary system. Restart each controller module individually to maintain system availability.
49209	In rare cases, a controller module can crash while running scheduled replication.
	Workaround: None needed, the controller module automatically restarts.
49722	The create snapshots CLI command allows one or more spaces to be set as a snapshot name. <b>Workaround:</b> None.
49020	When a volume-copy operation is in progress, trying to delete the destination volume causes the improper message Error: Bad parameter(s) were specified to appear.
	Workaround: Wait for the volume-copy operation to finish, and then delete the volume.
49705	With single-controller mode enabled and I/O running, using the CLI to change a volume's cache write policy to write- through can cause the controller to crash.
	Workaround: Before changing the write policy for a volume in a single-controller mode, quiesce I/O.
49412	In the CLI, the delete host-group command interprets the host-group name "d" or "D" as an abbreviation for the parameter delete-hosts.
	Workaround: Use the delete hosts command instead.
49750	With I/O running, shutting down a controller immediately after initiating an add disk group action can cause a controller to hang.
	Workaround: None needed, the controller module restarts automatically

Workaround: None needed, the controller module restarts automatically.

### Storage management

The following issues are related to storage management:

Issue	Description
49055	SLP for IPv6 and DNS is not supported.

Issue	Description
	Workaround: None
50133	In ME Storage Manager, setting DNS parameters to the same values that are already set fails with the error Command is taking longer to complete than anticipated. <b>Workaround</b> : None. When parameters are set to different values, as is typically the case, the issue does not occur.
49948	After restarting the Storage Controller, an ME Storage Manager session can hang. <b>Workaround:</b> Restart the web browser.
50046	In ME Storage Manager's Manage Users panel, changing a user's password and selecting another user without first applying the change causes the confirmation dialog to behave unexpectedly. <b>Workaround:</b> After changing a user's password, click <b>Apply</b> before taking other actions.
48631	In ME Storage Manager, if the system time is changed from 24–hour to 12–hour mode (AM or PM), the change does not persist to the next session. Workaround: None.
49863	DNS settings remain unchanged after issuing the clear dns-parameters CLI command, despite the system displaying a success message. <b>Workaround:</b> Call technical support.
49934	When using ME Storage Manager in Internet Explorer, exporting historical statistics might not succeed. <b>Workaround:</b> Use a different supported browser.
50115	In ME Storage Manager, the Performance topic does not display performance data for virtual pools. <b>Workaround:</b> Use the CLI show pool-statistics command instead.
49962	ME Storage Manager panels use inconsistent terms for SAS disks:
	<ul> <li>MDL and SAS MDL to refer to spinning midline/nearline SAS disks</li> <li>SSD and sSAS to refer to SAS SSDs</li> </ul>
	Workaround: None.
50182	The browser tab title displays an incorrect vendor name whenever the restore defaults or reset dns- management-hostname CLI commands are used. This occurs whether or not a custom DNS hostname was configured before issuing the commands. <b>Workaround:</b> Manually set the DNS management hostname by doing one of the following:
	<ul> <li>In the CLI: Use the reset dns-management-hostname command.</li> <li>In the MESM: From the Home topic, choose Actions &gt; System Settings &gt; Network, then change the Hostname on the DNS tab.</li> </ul>
49738	In an empty CLI command line, pressing <b>Tab</b> displays inapplicable commands, such as FTP commands. <b>Workaround:</b> To see a list of applicable commands, enter <b>help</b> or see the CLI Reference Guide.
50223	In ME Storage Manager with the German locale enabled, some text overruns buttons and some field labels are in English. <b>Workaround:</b> Remove the failed disks from the system and replace them with new disks.

## User management

The following issues are related to user management:

Issue	Description
49517	The Managed Logs feature requires you to set up SMTP options and email notifications before the system is able to send test information to the log file. Workaround: Do the following:
	<ol> <li>From the Home topic, choose Actions &gt; System Settings &gt; Notifications &gt; Email tab.</li> <li>Enter the network address of the SMTP mail server, then enter the Sender Domain name.</li> <li>Select the Enable Email Notifications check box.</li> <li>Select the notification level that includes "Informational."</li> <li>Select the Managed Logs tab.</li> <li>Select the Enable Managed Logs check box, then enter the email address of the log collection system.</li> <li>Click Send Test Event. A test notification is sent to the log-collection system.</li> </ol>
	For more information, refer to the topic about setting system notification settings in the Dell EMC ME4 Series Storage System Administrator's Guide.
50629	After running the restore defaults CLI command, Telnet displays as disabled but the port is still open. <b>Workaround:</b> Use the restart sc both CLI command to restart both controllers whenever running the restore defaults CLI command.
49261	In the CLI, when removing multiple hosts from a host group and including an invalid host in the list, the error message does not specify the invalid host name. <b>Workaround:</b> Correct or remove the mistyped host name and retry the operation.

### **Resources and support**

The following section provides resources for finding more information about ME4 Series storage systems.

### **Related documentation**

#### () NOTE: For all Storage documentation, go to

#### (i) NOTE: www.dell.com/support/ and enter your system Service Tag to get your system documentation.

The following section provides resources for finding more information about using ME4 Series storage systems.

- Setting Up Your Dell EMC ME4 Series Storage System—Provides an overview of hardware installation, system and storage setup, and host setup. This document is also shipped with your system.
- Dell EMC ME4 Series Storage System Getting Started Guide Provides an overview of setting up your system and technical specifications. This document is also shipped with your system.
- Dell EMC ME4 Series Storage System Deployment Guide Provides information about deploying the storage system in the SAN architecture.
- Dell EMC ME4 Series Storage System Owner's Manual—Provides information about system features and installing or replacing system components.
- Dell EMC ME4 Series Storage System Administrator's Guide Provides information about configuring and managing the system by using the ME Storage Manager (MESM) GUI.
- Dell EMC ME4 Series Storage System CLI Guide Provides information about configuring and managing the system using the CLI.
- Dell EMC ME4 Series vSphere Client Plug-in User's Guide—Provides information about installing and using the plug-in to monitor and manage an ME4 Series storage system from within the VMware vSphere Web Client.
- Dell EMC ME4 Series Storage Replication Adapter for vSphere User's Guide Provides information about installing the adapter to enable use of VMware vCenter Site Recovery Manager.

#### **Finding documentation**

Dell EMC Support

Provides documentation for Dell EMC Storage Products. Go to: www.dell.com/support.

Dell EMC Tech Center

Provides technical white papers, best practice guides, and frequently asked questions about Dell EMC Storage products. Go to: http://en.community.dell.com/techcenter/storage

#### Locating your service tag

Your ME4 Series storage system is identified by a unique Service Tag and Express Service Code. The Service Tag and Express Service Code are found on the front of the system by pulling out the information tag. Alternatively, the information might be on a sticker on the back of the storage system chassis. This information is used to route support calls to appropriate personnel.

#### () NOTE: Quick Resource Locator (QRL):

The QRL code contains information unique to your system. It can be found on the information tag and the Setting Up Your Dell EMC ME4 Series Storage System hard copy document provided with your ME4 Series enclosure. Scan the QRL to get immediate access to your system information, using your smart phone or tablet.

#### **Documentation feedback**

To rate the documentation or provide feedback, go to www.dell.com/support/ and click Feedback on the bottom of any page.

# **Contacting Dell EMC**

Dell EMC provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell EMC for sales, technical support, or customer service issues, go to www.dell.com/contactdell.

If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or the product catalog.