(intel) **Technical Advisory**

TA-862-1

5200 NE Elam Young Parkway
Hillsboro, OR 97124

February 17, 2007

Intel® Storage System Software 6.6.00.2699 Memory Leak Issue.

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Products Affected

Product	Product Codes
Intel® Storage System	**SSR212MA** **SSR212MANA**

Description

Intel recently discovered three separate issues associated with the Intel® Storage System Software Release 6.6 which will cause memory leaks in SSR212MA systems with 2GB of memory or less installed. Immediate corrective actions are required to prevent possible system crashes and/or data becoming unavailable.

Issues Descriptions:
1) Memory over commitment
2) Memory leak at a rate of ~8-10 Mb/hr
3) Store Page Tables can consume all memory
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Workaround

Increase installed memory capacity to the maximum 4GBs.

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Corrective Action/Resolution

Patches 10007-1 and 10007-2 will correct the memory leak issues when applied correctly. Please read all installation instructions before applying the patches! **Important: You must first install patch 10007-01 on <u>all storage modules in the cluster before</u> installing patch 10007-02.**

Patch Installation

1) Download the patch components to a temporary location from the SSR212MA support site or from your IBL account.

Platform	Storage System Software Version	Patch	Use Upgrade File
SSR212MA	6.6.00.2699	10007-01 10007-02	10007-01.20070122.1.patch.tar.gz.upgrade 10007-02.20070129.1.patch.tar.gz.upgrade

2) Apply patch 10007-01 to all storage modules in the cluster via the System Storage Console like you would a regular upgrade file. No storage module reboot is required for this patch. **Note:** Rarely, post-qualifications for this patch will fail and the process appears to hang. If this happens, simply exit the current session and reapply the patch.

3) Apply patch 10007-02 to all storage modules in the cluster via the System Storage Console like you would a regular upgrade file. **Note:** A storage module reboot is required for this patch. Un-replicated volumes and/or iSCSI connections will become temporally unavailable during the patch application process.

4) After storage modules reboot and come back online, the system will perform post-qualifications. Once the qualifications are completed, the patch has been successfully applied.

EPSD Storage and RAID Group
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