

Support Ticket (Right click on items in the Windows viewer for more options)

Support Ticket Identifier (29c86abf-gbec-4dec-8026-ff9a51df5953)

System Information

System Model : SJR2A092
Operating System : Windows Server 2003 Service Pack 2
Processor : 4 x unknown
System Name : GI-SRV-SF
Physical Memory : 2047 MB
Tool Version : Version 4.4
System Time : Monday August 20 2007 - 23:03:06

System Configuration

Version # V22.03.2007
Removable Storage Manager (RSM) Service - Stopped
Insight Management Agents - Not installed

Driver Revisions

LTO Driver Version - 1.0.5.1
Scsiport driver version - 5.2.3790.3959
Storport driver version - 5.2.3790.4021
ataapi: version - 5.2.3790.3959
symmpi: version - 1.10.2.0

Device Listing: By Connection

Host Bus Adapter 'Unrecognised SCSI Adapter' at Address '4/0.255.0'
Disk 'EMC Celerra iSCSI' at Address '4/0.0.0'
Disk_NA 'EMC Celerra iSCSI' at Address '4/0.1.0'

Device Listing: By Product

Libraries

Drives

Tape 'HP Ultrium 4-SCSI' at Address '3/0.2.0'

Other Devices

Disk 'LSILOGIC 1030 IM' at Address '2/0.0.0'
Processor 'ESG-SHV SCA HSBP M3B' at Address '2/0.6.0'
Disk_NA ' ' at Address '2/0.7.0'
Disk_NA ' ' at Address '3/0.7.0'
Disk 'EMC Celerra iSCSI' at Address '4/0.0.0'
Disk_NA 'EMC Celerra iSCSI' at Address '4/0.1.0'

Detailed Device Information

Tape at address (3/0.2.0)

Increase the 'Current Detail Level' (at the top of the screen) for further information.
For an explanation of the terms used in the report, please check the on-line L&T user documentation.

Drive Identity

Drive

Product ID : HP Ultrium 4-SCSI
Format : LTO-4 (w/r), LTO-3 (w/r), LTO-2 (r)
Firmware : B22D/Standalone (Ver 011.233, Date 2007/05/08-19:28)
Serial number : HUI7280535
SCSI Drive ID : 2
CBDR : Supported
WORM : Supported

Interface

Drive Capability : SCSI U320

Drive Health

Drive

Device Analysis : Passed with Warnings

Version: V23.07.2007
Firmware rev B22D is up-to-date for Ultrium 4-SCSI as of Thu May 17 19:00:00 2007.
Rule 19:
The current SCSI configuration is likely to be limiting the performance of the drive.
Please check that your HBA is the correct type for the drive and that the cabling is good.
The SCSI configuration referenced is the one for which device analysis was run and/or the support ticket was pulled.
If this is not via your backup server then you may not have an issue.
Current SCSI transfer rate limited to: 160 MB/sec. Recommended: 320 MB/sec. or better
There were 19 rules checked.
Device Analysis completed, and warnings have been reported.

Write (last 1 tapes) : Great margin (average 100%, worst 100%) (3.7 GB)

Current tape (2110386872 LTO-4) load count 1 : Great margin, 100% (3.7 GB)

Previous tape (LTO-4 (cleaning tape)) load count -1: Unused

Previous tape (LTO-4 (cleaning tape)) load count -1: Unused

Previous tape (LTO-4 (cleaning tape)) load count -1: Unused

Read (last 1 tapes) : Great margin (average 100%, worst 100%) (3 MB)

Current tape (2110386872 LTO-4) load count 1 : Great margin, 100% (3 MB), 0 read retries

Previous tape (LTO-4 (cleaning tape)) load count -1: Unused

Previous tape (LTO-4 (cleaning tape)) load count -1: Unused

Previous tape (LTO-4 (cleaning tape)) load count -1: Unused

Previous tape (LTO-4 (cleaning tape)) load count -1: Unused

Head life : Great margin, 100% life remaining

Reposition life : Great margin, 100% life remaining

Load/unload life : Great margin, 99% life remaining

Cleaning tape requested : No

Drive Configuration

Drive

Data compression : Enabled
Current block size : Not available

Detect WORM tampering : Enabled

Reads after WORM tampering : Not enabled

Media removal (software controlled) : Allowed

Interface

SCSI Drive ID : 2

SCSI Host ID : 7

Negotiated burst data rate : 160 MB/s

DT Mode : On

Bus width : Wide

Clock rate : 80 MHz

Disconnect privilege : Allowed

Req/Ack Offset : 64

Drive Environment

Current temperature : 26.3 C - Great margin (81%)

Maximum temperature since power cycle : 45.9 C - Fair margin (20%)

Minimum temperature since power cycle : 22.9 C - Great margin (64%)

Drive Performance

Drive

Estimated native data rate (not available - insufficient data transferred)

Current tape (2110386872) : Not available

Previous tape () : Not available - insufficient data transferred

Previous tape () : Not available - insufficient data transferred

Previous tape () : Not available - insufficient data transferred

Previous tape () : Not available - insufficient data transferred

Max data rate achieved (internal to drive) : Unknown

Average data rate before compression : Unknown

Average data rate after compression : 300 KB/s (last 0 KB)

Write compression ratio : 4.4:1 (last 0 KB)

Read compression ratio : 6.0:1 (last 0 KB)

Drive Usage

Drive

Power on time : 0 days, 0 hours

Tape Pulled : 0.0 full volume equivalents

Load/unload cycles : 1 (0% of expected life)

Duty cycle : 0%

Power cycles : 1

Cleans : 0

Firmware upgrades : 0

Native data volume read/written (last 5 tapes) : Wrote 3.7 GB, read 3 MB

Current tape (2110386872) : Wrote 3.7 GB, read 3 MB

Previous tape () : Unused

Previous tape () : Unused

Previous tape () : Unused

Previous tape () : Unused

Drive History

Event Log

Errors returned to host

(no host-reported errors found in the fault logs)

Drive assessment test history

Firmware revision when last run : B22D

Test options used : Default

Allow Overwrite : Disabled

Enable Passive Test : Enabled

Ignore Cleaning Requests : Disabled

Test Coverage : Default

Iterations : 1

Cartridge serial number used : 2110386872

Test status : Passed with warnings (default options used)

Write margin : Fair margin (20%)

Suspect Tape : 0

Different Tape : 0

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Same Tape : 0
Device analysis history
Drive mechanism:
  No problems have been identified with the drive mechanism.
Drive PCA:
  No problems have been identified with the drive PCA.
Write / Read capability:
  No write / read problems were identified with the drive.
Cartridge problems:
  No cartridge related problems were identified with the drive.
Miscellaneous problems:
  Rule Number : 19
  Rule Description : Performance and configuration check
  SCSI configuration (ID0) : Failed
  Data Compression configuration (ID1) : Compression Enabled
  WFN Check (ID2) : Passed
  Cleaning Check (ID3) : Cleaning not requested
  Media removal prevented (ID4) : Allowed
  Problem was last reported : 00:00:00:00 power-on (days:hours:minutes:seconds) ago
(loaded tape)
Cartridge Identity
  Vendor : HP
  Format : LTO-4
  Capacity : 800 GB (native), 1.6 TB (assuming 2:1 compression)
  Serial number : 2110386872
  Barcode : Unknown
  Manufactured : 24/05/2007
Cartridge Health
  Data on tape : Not enough data
  Wrap 00 : Partially written
  Drive measurements : Great margin (average 100%, worst 100%)
  Current drive (HUI7280535) : Great margin (write), 100% (3.7 GB), Great margin (read), 100% (3 MB), 0 read retries
  Previous drive () : Unused (write), Unused (read)
  Previous drive () : Unused (write), Unused (read)
  Write/read life : Great margin, 99% life remaining (0 full volume equivalents used out of 260)
  Load/unload life : Great margin, 99% life remaining (1 load/unloads used out of 20,000)
Cartridge Configuration
  Write protected : No
  WORM : No
  Encrypted Data : No
Cartridge Environment
  Current temperature in drive : 26.3 C - Great margin (81%)
  Maximum temperature in last 3 drives : 45.9 C - Fair margin (20%)
  Current drive (HUI7280535) : 45.9 C - Fair margin (20%)
  Previous drive () : Unused
  Minimum temperature in last 3 drives : 22.9 C - Great margin (64%)
  Current drive (HUI7280535) : 22.9 C - Great margin (64%)
  Previous drive () : Unused
  Previous drive () : Unused
Cartridge Performance
  Estimated native data rate (not available - insufficient data transferred)
  Current drive (HUI7280535) : Not available
  Previous drive () : Not available - insufficient data transferred
  Previous drive () : Not available - insufficient data transferred
Cartridge Usage
  Native capacity used : 676 MB (0%)
  Remaining native capacity : 799 GB
  Maximum native capacity : 800 GB
  Native data volume read/written in last 3 drives : Writes 3.7 GB, reads 3 MB
  Current drive (HUI7280535) : Writes 3.7 GB, reads 3 MB
  Previous drive () : Unused
  Previous drive () : Unused
  Total native volume : Writes 21.9 GB, reads 1.3 GB
  Load/unloads : 1
Cartridge History
  No problems related to this cartridge identified in the Device Analysis History of the drive.
SCSI Test Unit Ready returns status good
Vendor ID : HB
Product ID : Ultrium 4-SCSI
Firmware Revision : B22D
Controller Serial Number : HUI7280535
OBDR : Present
Personality : Standalone-0x3C02
Medium SerialNumber/Barcode : 2110386872/unknown
Device Time Stamps
  Power On Count : 1
  Power On Time : 010:50:42 [hh:mm:ss] [Valid]
  World Time : Mon Aug 20 23:03:05 2007 [Valid]
  Library Time : 0:0:0 [hh:mm:ss] [Invalid]
Temperature Measurements
  Maximum Temperature : 24
  Minimum Temperature : 24
  Current Temp Sensor 1 : 26
Write Error Rate Log
  Datasets Written : 00002E28
  CCQ Sets Written : 00172740
  CCQ Set Retries : 00000A13
  Unwritable Datasets : 00000000
Read Error Rate Log
  Datasets Read : 000001BD
  CCQ Sets Read : FFFFFFFF
  Subdataset C2 Errors : 00000000
  Dataset C2 Errors : 00000000
  X-Chan Interpolations : 0000000F
Write Error Counters
  Datasets Written : 2469
  Rewritten Datasets : 0
  Rewritten CCQs : 720
  Unwritable Datasets : 0
Read Error Counters
  Reread Datasets : 0
  Reread C2 : 0
  Datasets Read : 2
  Unreadable Datasets : 0
Sequential Access Counters
  Bytes Written from App : 0x0000000400040000
  Bytes Written to Tape : 0x00000000e9c73e10
  Bytes Read from Tape : 0x0000000000015350
  Bytes Read to App : 0x00000000000090040
  Cleaning Required : False
Tape Usage Log
  Thread Count : 1
  Total Datasets Written : 0x00000000000000b6b
  Total Write Retries : 0
  Total Unrecovered Write Errors : 0
  Total Suspended Writes : 0
  Total Fatal Suspended Writes : 0
  Total Datasets Read : 0x00000000000001b9
  Total Read Retries : 0
  Total Unrecovered Read Errors : 0
Tape Capacity Log
  Main Partition Remaining Capacity : 799550 (MB)
  Main Partition Maximum Capacity : 800226 (MB)
Performance Log
  Direction Changes per 100MB : 1
  Data Rate After Compression : 0.3 MB/s
  Maximum Data Rate : 264 MB/s
  Data Rate Before Compression : 0 MB/s
  Native Data Rate : Unknown
Data Compression Log
  Read Compression Percentage : 603
  Write Compression Percentage : 438
  MB to Host : 0
  Bytes to Host : 524352
  MB from Tape : 0
  Bytes from Tape : 86864
  MB from Host : 16384
  Bytes from Host : 262144
  MB to Tape : 3740
  Bytes to Tape : 474640
SCSI Command History
  PCycle | ExCnt | Time (hh:mm:ss) | SCSI Command (CDB) | Status | ASC/Q | Exec Time (sec) | IID | LUN | Count | SCSI Command
  1 | 80 | 010:44:50.0744 | 0x 1C01A64A 3C000000 00000000 | 63 | 00/00 | 0 | 0 | 0 | 1 | Receive Diagnostic Results

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