

Dell Storage Network Attached Storage (NAS) Systems Using Windows Storage Server 2016 or 2012 R2

Troubleshooting Guide

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.

 **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

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Installation Issues

Error: 54 occurred while attempting to create an OS volume

Description	Array disk (0:x:x) has already been specified as a global hot spare. or Selected array disks are part of a similar type of virtual disk (T10 protection and encryption capability) or the array disks are not part of any virtual disks.
Workaround	Validate all the four hard drives and perform one of the following: <ul style="list-style-type: none">• If any one of the array disks status is non-RAID, change the status to RAID.• If any one of the hard drives has failed or is predicted to fail, replace the hard drive.• Check if all the array disks are available and online.• Check if any array disk is part of virtual disk or hot spare.

Error: -5000 shows unexpected system error message

Description	Could not locate Dell Storage NAS OS configuration file. OS reinstall media or media reader may be faulty.
Cause	This issue occurs because either the OS reinstallation media, optical drive, or the system is in an invalid state.
Workaround	Restart your system and reinstall the OS reinstallation media. If the issue persists, contact your service provider. For more information, see the Contacting Dell section.

Related tasks

[Contacting Dell](#)

Error: -5001 shows invalid system error message

Description	This operation is not supported on this system.
Cause	This issue occurs because the operation is not supported on the system.
Workaround	Remove the OS reinstallation media immediately.

Error: -5002 shows unsupported hardware configuration error

Description	Could not locate a supported RAID controller.
Workaround	Perform one of the following tasks:

- Ensure that the disk controller card is connected to the internal drives and is properly seated in the correct slot.
For more information about connecting the card, see the *Owner's Manual* at Dell.com/storagemanuals.
- Enter the PERC BIOS during the OS boot operation and ensure that the internal drive controller is functional.
For more information, see the PERC documentation at Dell.com/support/manuals.
- Ensure that your system supports an internal drive controller.
For information about the internal drive controllers supported on your system, see the system hardware documentation at Dell.com/storagemanuals.

Error: -5003 occurred while creating an OS volume

Description Invalid drive configuration.

Workaround Perform one of the following tasks:

- Ensure that all HDDs in the OS drive slots are correctly attached and do not have data on them. HDDs for the OS must be of the same type and must have greater than 140 GB disk space.
- Enter the PERC BIOS during the OS boot operation and ensure that there are no foreign configurations, no data on the HDDs, the drives meet the minimum disk space (memory capacity) requirement, and are fully functioning and accessible.
For more information, see the PERC documentation at Dell.com/support/manuals.

Error: -5004 occurred while creating an OS volume

Description Encountered unexpected format or existing data on drives. Cannot proceed with reinstallation.

Workaround Perform one of the following tasks:

- Ensure that all HDDs in the OS HDDs slots are correctly attached and do not have data on them. HDDs for the OS must be of the same type and must meet the minimum disk space requirements.
- Enter the PERC BIOS mode during the OS boot operation and ensure that there are no foreign configurations, no data on the drives, the drives meet the minimum disk space requirement, and are fully functioning and accessible.
For more information, see the PERC documentation at Dell.com/support/manuals.

Error: -5005 occurred while creating an OS volume

Description Encountered unexpected format or existing data on drives. Cannot proceed with reinstallation.

Workaround Enter the PERC BIOS mode during the OS boot operation and ensure that there are no foreign configurations, no data on the drives, the drives meet the minimum size requirement, and are fully functioning and accessible.
For more information, see the PERC documentation at Dell.com/support/manuals.

Error: -5006 Dell Storage NAS OS Reinstall DVD could not be located

Description Ensure that your Dell Storage NAS OS Reinstall DVD is loaded in the DVD drive.
Boot back into the Dell Storage NAS OS Reinstall DVD to re-initiate the process.

Workaround Perform one of the following tasks:

- Ensure that the OS reinstallation media is loaded in the optical drive. If the media is available in the drive, the drive may be faulty.

For information about troubleshooting the drive, see the *Owner's Manual* at Dell.com/storagemanuals.

- Ensure that the drive is still functional. Restart the Dell Storage NAS system by using the OS reinstallation media to restart the process.

Error: -5007 occurred while creating an OS volume

Description Encountered unexpected format or existing data on drives. Cannot proceed with reinstallation.

Workaround Perform the following:

1. Back up all data on virtual disk 0, if possible.
2. Restart your system and boot in to the PERC controller BIOS during Power On Self Test (POST).

For more information about booting into the PERC controller BIOS, see the *PERC User's Guide* at Dell.com/support/manuals.

3. Delete the virtual disk that has LUN ID as zero (0).
4. Restart the Dell Storage NAS system by using the OS reinstallation media.

Error: -5008 Identity module is not installed on the system

Description Please install the Identity Module using iDRAC and restart Dell Storage NAS Reinstall.

Workaround Install the Identity Module by using iDRAC and restart Dell Storage NAS Reinstall.

Reinstallation error message remains on the LCD

Description The last error message remains on the LCD until the OS is successfully reinstalled.

Workaround Perform the following tasks:

1. Change the user-defined string to the default option or **User Defined String**.
2. Enter the BIOS mode and select the **Embedded Server Management** screen.
3. Change the option to either default or type a new string.

Display log console displays incorrect date

Description The display log console displays incorrect date during the OS reinstallation process.

Workaround This is a known issue and does not affect the system.

Other Issues

Topics:

- [Deployment Issues](#)
- [Management issues](#)
- [Update Issues](#)

Deployment Issues

Default password missing

- Description** Unable to find the default password of the system.
- Workaround** The default password for your Dell Storage solution is `Stor@ge!`

Errors due to PERC cards

- Description** This error is caused because of the PERC cards.
- Cause** This issue occurs because the OS reinstallation media cannot find an OS partition of 140 GB or larger on Virtual Disk 0.
- Workaround** See the PERC documentation at Dell.com/support/manuals.

Management issues

Desktop displays incorrect system information

- Description** The information available on the desktop does not match the actual system information.
- Cause** This issue occurs because the Dell Desktop System Information Utility does not refresh automatically. If you make any changes while the system is running, the changes may not be reflected in real time.
- Workaround** Run the Utility.

Insufficient disk space on a volume dedicated for iSCSI virtual disk

- Description** System runs out of disk space on a volume dedicated for an iSCSI VD or device. System displays a message that the system is running out of disk space on a newly created volume for iSCSI LUN.
- Cause** This issue occurs because of the Microsoft iSCSI software target architecture.
- Workaround** This message is for information only. The system ensures that the .vhd file is of the same size as the volume it is saved on. To find out the actual free disk space on the HDD, view the capacity from the client connected to the HDD.

Turning off the firewall

You can turn off the firewall on your system by using the:

- Control Panel
- Server Manager


Turning off the firewall by using the control panel

To turn off the firewall from the Control Panel, complete the following tasks:

1. Open **Control Panel** and select **System and Security**.
The **System and Security** window is displayed.
2. In the **System and Security** window, select **Windows firewall**.
The **Windows Firewall** screen is displayed.
3. Click **Turn Windows Firewall on or off**.
The **Customize Settings** screen is displayed.
4. Select the appropriate type of network, select the **Turn off Windows Firewall (not recommended)** option, and then click **OK**.

Turning off the firewall using the server manager

To turn off the firewall from the Serve Manager, complete the following tasks:

1. Start **Server Manager** and navigate to **Local Server**.
2. In the **Properties** section, under **Windows Firewall**, click **Public: On**.
The **Windows Firewall** screen is displayed.
 **NOTE:** If you are using a private network, this option appears as **Private: On**.
3. Click **Turn Windows Firewall on or off**.
The **Customize Settings** screen is displayed.
4. Select the appropriate type of network, click **Turn off Windows Firewall (not recommended)**, select the **Turn off Windows Firewall (not recommended)** option, and then click **OK**.

Update Issues

Unable to detect the Dell OpenManage Server Administrator on the system

Description	Dell OpenManage Server Administrator cannot be found on the system.
Workaround	Download the latest version of the Dell OpenManage Server Administrator from Dell.com/support . <ol style="list-style-type: none">1. Start the installer and complete the instructions on the screen.2. After installing the Dell OpenManage Server Administrator, restart the system.3. After the system restarts, start Dell OpenManage Server Administrator by double-clicking the Server Administrator icon on the desktop.

Getting help

Topics:





- [Contacting Dell](#)
- [Related documentation](#)
- [Locating Service Tag of your system](#)
- [Documentation feedback](#)

Contacting Dell

Dell provides several online and telephone-based support and service options. If you do not have an active internet connection, you can find contact information about your purchase invoice, packing slip, bill, or Dell product catalog. Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical assistance, or customer-service issues:

1. Go to **Dell.com/support**.
2. Select your country from the drop-down menu on the lower right corner of the page.
3. For customized support:
 - a) Enter your system Service Tag in the **Enter your Service Tag** field.
 - b) Click **Submit**.
The support page that lists the various support categories is displayed.
4. For general support:
 - a) Select your product category.
 - b) Select your product segment.
 - c) Select your product.
The support page that lists the various support categories is displayed.
5. For contact details of Dell Global Technical Support:
 - a) Click [Global Technical Support](#).
 - b) The **Contact Technical Support** page is displayed with details to call, chat, or e-mail the Dell Global Technical Support team.

Related documentation

-  **NOTE: See the safety and regulatory information that shipped with your system. Warranty information may be included within this document or as a separate document.**
-  **NOTE: For all Dell Storage documentation, go to [Dell.com/support](#) and enter the system Service Tag to get your system documentation.**
-  **NOTE: For all Dell OpenManage documents, including the [Dell OpenManage Server Administrator User Guide](#), go to [Dell.com/openmanagemanuals](#).**
-  **NOTE: For all OS documents, go to [Dell.com/operatingsystemmanuals](#).**

Your product documentation includes:

- The *Getting Started Guide* provides an overview about system features, setting up your system, and technical specifications. This document is also shipped with your system.
- The *Set-up Placemat* provides an overview about setting up, cabling, and configuring your system.
- The *Owner's Manual* provides information about system features and describes how to troubleshoot the system and install or replace system components.
- The *Administrator's Guide* provides information about configuring and managing the system.
- The *Troubleshooting Guide* provides information about troubleshooting the software and the system.

- The *Dell OpenManage Server Administrator User's Guide* provides information about using the OpenManage Server Administrator to manage your Dell Storage NAS system.

i **NOTE:** For more information and updates, go to Dell.com/support/manuals and read the updates first because they often supersede information in other documents.

i **NOTE:** For more information and updates, go to Dell.com/storagemanuals and read the updates first because they often supersede information in other documents.

Locating Service Tag of your system

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

Quick resource locator



Documentation feedback

You can rate the documentation or write your feedback on any of our Dell documentation pages and click **Send Feedback** to send your feedback.