Dell PowerVault Network Attached Storage (NAS) Systems Running Windows Storage Server 2012 Troubleshooting Guide

Notes, Cautions, and Warnings

NOTE: A NOTE indicates important information that helps you make better use of your computer.

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.

Contents

Installation Issues

After Replacing The Hard Drives Or Reinstalling The Operating System, The RAID Configuration Does Not Match The Factory Configuration And Defaults To RAID 1

Description	After replacing the hard drives or reinstalling the operating system, the RAID configuration on the system does not match the factory configuration and defaults to RAID 1.
Cause	This issue occurs because the operating system reinstallation media cannot find an operating system partition of 120 GB or larger on Virtual Disk 0.
Workaround	To work around this issue, perform the following steps:

> ✎ **NOTE:** The operating system can only be installed on LUN 0 of the internal controller. To configure a RAID configuration other than RAID 1, create a virtual disk with LUN ID 0 before reinstalling the operating system.

1. Backup data from all virtual disks.
2. Reboot your system and enter the Dell PowerEdge RAID Controller (PERC) BIOS.
   For more information, see the PERC documentation at **dell.com/support/manuals**.
3. Create a virtual disk with the desired RAID configuration, LUN ID 0, and a capacity of 120 GB or more.
4. Reboot the Dell PowerVault NAS system using the operating system reinstallation media.

Error: -5000 Shows Unexpected System Error Message

Description	A required system resource cannot be located or is faulty.
Cause	This issue occurs because either the operating system reinstallation media, optical drive, or the system is in an invalid state.
Workaround	Restart your system and reinstall the operating system reinstallation media. If the issue persists, contact Dell. For more information, see [Contacting Dell]().

Error: -5001 Shows Invalid System Error Message

Description	System restore is being performed on an unsupported system.
Cause	This issue occurs because the operation is not supported on the system.
Workaround	To work around this issue, remove the operating system reinstallation media immediately.

Error: -5002 Shows Unsupported Hardware Configuration Error

Description   The system is unable to locate a supported RAID controller.

Workaround   To work around this issue, perform one of the following steps:

- 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/support/manuals**.

- Enter the PERC BIOS during the operating system 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/support/manuals**.

Error: -5003 Occurred While Creating An Operating System Volume

Description   Invalid operating system drive configuration. The layout of physical disks to be used as operating system disks does not meet the required layout for the device.

Workaround   To work around this issue, perform one of the following steps:

- Ensure that all drives in the operating system drive slots are correctly attached and do not have data on them. Physical disks for the operating system must be of the same type and must be greater than 120 GB.

- Enter the PERC BIOS during the operating system 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: -5004 Occurred While Creating An Operating System Volume

Description   Drives in the slots dedicated for operating system drives are empty.

Workaround   To work around this issue, perform one of the following steps:

- Ensure that all drives in the operating system drive slots are correctly attached and do not have data on them. Physical disks for the operating system must be of the same type and must meet the minimum size requirements.

- Enter the PERC BIOS during the operating system 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: -5005 Occurred While Creating An Operating System Volume

Description	Drives in expected operating system slots have existing foreign configurations.
Workaround	To work around this issue, enter the PERC BIOS during the operating system 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 Occurred While Creating An Operating System Volume

Description	Unable to locate the PowerVault operating system reinstallation media.
Workaround	To work around this issue, perform one of the following steps:

- Ensure that the operating system reinstallation media is loaded in the optical drive. If the media is present in the drive, the drive may be faulty.

  For information about troubleshooting the drive, see the *Owner's Manual* at **dell.com/support/manuals**.
- Ensure that the drive is still functional. Reboot the PowerVault NAS using the operating system reinstallation media to restart the process.

Error: -5007 Occurred While Creating An Operating System Volume

Description	A pre-existing virtual disk with LUN ID 0 that is not being used for the NAS operating system has been encountered. The operating system on the PowerVault NAS system must be on virtual disk 0.
Workaround	To work around this issue, delete the current virtual disk with LUN ID 0 for the operating system reinstallation to proceed.

1. Backup all data on virtual disk 0 if possible.
2. Reboot your system and boot into 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 with LUN ID 0.
4. Reboot the PowerVault NAS system using the operating system reinstallation media.

Reinstallation Error Message Remains On The LCD

Description	The last error message remains on the LCD until the operating system is successfully reinstalled.
Workaround	To work around this issue,

1. Change the user defined string to the default option or **User Defined String**.
2. Enter the BIOS and select the **Embedded Server Management** screen.

3. Change the option to either default or type a new string.

Display Log Console Displays A Wrong Date

Description   The display log console displays a wrong date during the operating system reinstallation process.

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

2

Deployment Issues

Default Password Missing

Description	Unable to find the default password of the system.
Workaround	The default password for your PowerVault storage solution is Stor@ge!.

Errors Due To PERC Cards

Description	This error is caused due to the PERC cards.
Cause	This issue occurs because the operating system reinstallation media cannot find an operating system partition of 120 GB or larger on Virtual Disk 0.
Workaround	To resolve the issue, see the PERC documentation at **dell.com/support/manuals**.

Management Issues

Desktop Displays Incorrect System Information

Description	The information present 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	To work around the issue, 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 virtual disk or device. System displays a warning or a message that the system is running out of disk space on a newly created volume for iSCSI LUN.
Cause	This issue occurs due to the Microsoft iSCSI software target architecture.
Workaround	This message is for your information only. The system ensures the .vhd file is the same size as the volume it resides on. To find out the actual free space on the disk, view the capacity from the client connected to the disk.

Turning Off The Firewall

Workaround	To turn off the firewall follow the steps given below:

1. Launch **Server Manager** and navigate to **Local Server**.
2. In the **Properties** section, click **Public: On**.
   The **Windows Firewall** screen is displayed.

   > **NOTE:** This option will appear as **Private: On** if you are using a private network.
3. Click **Turn Windows Firewall on or off**.
   The **Customize Settings** screen is displayed.
4. Choose the appropriate type of network, select **Turn off Windows Firewall (not recommended)** and 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   To work around this issue, download the latest version of the **OpenManage Server Administrator** from **dell.com/support**.

1. Launch the installer and follow the instructions on the screen.
2. After installing the **OpenManage Server Administrator**, reboot the system.
3. After the system boots up, launch **OpenManage Server Administrator** by selecting the **Server Administrator** shortcut icon on the desktop.

Getting Help

Contacting Dell

✎ **NOTE:** 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 on 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 support, or customer-service issues:

1. Go to **dell.com/contactdell**.
2. Select your country or region from the interactive world map.
   When you select a region, the countries for the selected regions are displayed.
3. Select the appropriate language under the country of your choice.
4. Select your business segment.
   The main support page for the selected business segment is displayed.
5. Select the appropriate option depending on your requirement.

Related Documentation

⚠ **WARNING: 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 PowerEdge and PowerVault documentation, go to **dell.com/support/manuals** and enter the system Service Tag to get your system documentation.

✎ **NOTE:** For all Dell OpenManage documents, go to **dell.com/openmanagemanuals**.

✎ **NOTE:** For any documentation related to Dell OpenManage Server Administrator, see **dell.com/openmanage/ manuals**.

✎ **NOTE:** For all operating system documents, go to **dell.com/support/manuals**, then, click **Choose from a list of all Dell products** and click **Continue**, then select **Software, Electronics & Peripherals → Software → Operating System** .

✎ **NOTE:** For all storage controllers and PCIe SSD documents, go to **dell.com/support/manuals**, then, click **Choose from a list of all Dell products** and click **Continue**, then select **Servers, Storage & Networking → Dell Adapters**.

Your product documentation includes:

- The *Owner's Manual* which provides information about system features and describes how to troubleshoot the system and install or replace system components. This document is available online at **dell.com/support/ manuals**.
- The rack documentation included with your rack solution describes how to install your system into a rack, if required.
- Any media that ships with your system provides documentation and tools for configuring and managing your system, including those pertaining to the operating system, system management software, system updates, and system components that you purchased with your system.

- The *Administrator's Guide* which provides information about configuring and managing the system.

> **NOTE:** Always check for updates on **dell.com/support/manuals** and read the updates first because they often supersede information in other documents.

> **NOTE:** When upgrading your system, it is recommended that you download and install the latest BIOS, driver, and systems management firmware on your system from **dell.com/support**.

Locating Your System Service Tag

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. This information is used by Dell to route support calls to the appropriate personnel.

Documentation Feedback

If you have feedback for this document, write to **documentation_feedback@dell.com**. Alternatively, you can click on the **Feedback** link in any of the Dell documentation pages, fill up the form, and click **Submit** to send your feedback.