

**Dell Storage Network Attached Storage (NAS)  
Systems Running Windows Storage Server  
2012 R2  
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.

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## Installation Issues

### After replacing the hard disk drives (HDDs) Or reinstalling the Operating System (OS), the RAID configuration does not match the factory configuration and defaults to RAID 1

<b>Description</b>	After replacing the HDDs or reinstalling the OS, the RAID configuration on the system does not match the factory configuration and indicates that RAID 1 is the default RAID type to RAID 1.
<b>Cause</b>	This issue occurs because the OS reinstallation media cannot find an OS partition of 120 GB or larger on Virtual Disk 0.
<b>Workaround</b>	<p>To work around this issue, perform the following tasks:</p> <p> <b>NOTE:</b> The OS can be installed only on LUN 0 of the internal controller. To configure a RAID configuration other than RAID 1, create a virtual disk (VD) with LUN ID 0 before reinstalling the OS.</p> <ol style="list-style-type: none"> <li>1. Back up data from all VDs.</li> <li>2. Restart your system and enter the Dell PowerEdge RAID Controller (PERC) BIOS. For more information, see the PERC documentation at <a href="http://dell.com/support/manuals">dell.com/support/manuals</a>.</li> <li>3. Create a VD with the required RAID configuration, LUN ID 0, and a disk space of 120 GB or more.</li> <li>4. Restart the Dell Storage NAS system by using the OS reinstallation media.</li> </ol>

### Error: -5000 shows unexpected system error message

<b>Description</b>	A required system resource cannot be located or is faulty.
<b>Cause</b>	This issue occurs because either the OS reinstallation media, optical drive, or the system is in an invalid state.
<b>Workaround</b>	Restart your system and reinstall the OS reinstallation media. If the issue persists, contact your service provider. For more information, click <a href="#">Contacting Dell</a> .

### Error: -5001 shows invalid system error message

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

## **Error: -5002 shows unsupported hardware configuration error**

<b>Description</b>	The system is unable to locate a supported RAID controller.
<b>Workaround</b>	To work around this issue, perform one of the following tasks: <ul style="list-style-type: none"><li>• 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 <i>Owner's Manual</i> at <a href="http://dell.com/storagemanuals">dell.com/storagemanuals</a>.</li><li>• 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 <a href="http://dell.com/support/manuals">dell.com/support/manuals</a>.</li><li>• 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 <a href="http://dell.com/storagemanuals">dell.com/storagemanuals</a>.</li></ul>

## **Error: -5003 occurred while creating an OS volume**

<b>Description</b>	Invalid OS drive configuration. The layout of HDDs to be used as OS HDDs does not meet the required layout for the device.
<b>Workaround</b>	To work around this issue, perform one of the following tasks: <ul style="list-style-type: none"><li>• 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 120 GB disk space.</li><li>• 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 size requirement, and are fully functioning and accessible. For more information, see the PERC documentation at <a href="http://dell.com/support/manuals">dell.com/support/manuals</a>.</li></ul>

## **Error: -5004 occurred while creating an OS volume**

<b>Description</b>	HDDs in the slots dedicated for OS drives are empty.
<b>Workaround</b>	To work around this issue, perform one of the following tasks: <ul style="list-style-type: none"><li>• 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 size requirements.</li></ul>

- Enter the PERC BIOS 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](http://dell.com/support/manuals).

## Error: -5005 occurred while creating an OS volume

<b>Description</b>	HDDs in expected OS slots have existing foreign configurations.
<b>Workaround</b>	To work around this issue, enter the PERC BIOS 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 <a href="http://dell.com/support/manuals">dell.com/support/manuals</a> .

## Error: -5006 occurred while creating an OS volume

<b>Description</b>	Unable to locate the Dell Storage OS reinstallation media.
<b>Workaround</b>	To work around this issue, perform one of the following tasks: <ul style="list-style-type: none"><li>• 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 <i>Owner's Manual</i> at <a href="http://dell.com/storagemanuals">dell.com/storagemanuals</a>.</li><li>• Ensure that the drive is still functional. Restart the Dell Storage NAS system using the OS reinstallation media to restart the process.</li></ul>

## Error: -5007 occurred while creating an OS volume

<b>Description</b>	A pre-existing VD with LUN ID 0 that is not being used for the NAS OS has been detected. The OS on the Dell Storage NAS system must be on virtual disk 0.
<b>Workaround</b>	To work around this issue, delete the current VD with LUN ID 0 for the OS reinstallation to proceed. <ol style="list-style-type: none"><li>1. Back up all data on virtual disk 0, if possible.</li><li>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 <i>PERC User's Guide</i> at <a href="http://dell.com/support/manuals">dell.com/support/manuals</a>.</li><li>3. Delete the VD with LUN ID 0.</li><li>4. Restart the Dell Storage NAS system by using the OS reinstallation media.</li></ol>

## Reinstallation error message remains on the LCD

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

**Workaround** To work around this issue, complete the following tasks:

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 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

### Deployment Issues

#### Default password missing

<b>Description</b>	Unable to find the default password of the system.
<b>Workaround</b>	The default password for your Dell Storage solution is <code>Stor@ge!</code>

#### Errors due to PERC cards

<b>Description</b>	This error is caused because of the PERC cards.
<b>Cause</b>	This issue occurs because the OS reinstallation media cannot find an OS partition of 120 GB or larger on Virtual Disk 0.
<b>Workaround</b>	To resolve the issue, see the PERC documentation at <a href="http://dell.com/support/manuals">dell.com/support/manuals</a> .

### Management Issues

#### Insufficient disk space on a volume dedicated for iSCSI virtual disk

<b>Description</b>	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.
<b>Cause</b>	This issue occurs because of the Microsoft iSCSI software target architecture.
<b>Workaround</b>	This message is for your information only. The system ensures the .vhd file has the same size as the volume it resides 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 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:** 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. Select the appropriate type of network, click **Turn off Windows Firewall (not recommended)** and click 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

<b>Description</b>	Dell OpenManage Server Administrator cannot be found on the system.
<b>Workaround</b>	To work around this issue, download the latest version of the OpenManage Server Administrator from <a href="http://dell.com/support">dell.com/support</a> . <ol style="list-style-type: none"><li>1. Start the installer and complete the instructions on the screen.</li><li>2. After installing the OpenManage Server Administrator, restart the system.</li><li>3. After the system restarts, start <b>OpenManage Server Administrator</b> by selecting the <b>Server Administrator</b> shortcut icon on the desktop.</li></ol>

# Getting help

## 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 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/support**.
2. Select your country from the drop-down menu on the bottom 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.


## 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 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 of system features, setting up your system, and technical specifications. This document is also shipped with your system.
- The *Set-up Placemat* provides an overview of 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.

 **NOTE:** For more information and updates, go to [dell.com/support/manuals](https://dell.com/support/manuals) and read the updates first because they often supersede information in other documents.

 **NOTE:** For more information and updates, go to [dell.com/storagemanuals](https://dell.com/storagemanuals) and read the updates first because they often supersede information in other documents.

## 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.

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.

## Documentation feedback

If you have feedback for this document, write to [documentation\\_feedback@dell.com](mailto:documentation_feedback@dell.com). Alternatively, you can click the **Feedback** link on any of the Dell documentation pages, fill the form, and then click **Submit** to send your feedback.