

Dell EMC NX Series Network Attached Storage System using Windows Storage Server 2016

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.

Revision history

Revision	Date	Description
A00	May 2018	Initial release
A01	May 2019	Add support for NX440

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Installation Issues

This section describes errors that may occur during installation.

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 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 EMC 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 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 *Installation and Service 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/storagecontrollermanuals.
- 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 hard drives in the OS drive slots are correctly attached and do not have data on them. Hard drives 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 hard drives, 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/storagecontrollermanuals.

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 hard drives in the OS hard drives slots are correctly attached and do not have data on them. Hard drives 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/storagecontrollermanuals.

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/storagecontrollermanuals.

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

Description Ensure that your Dell EMC Storage NAS OS Reinstall DVD is loaded in the DVD drive.

Boot back into the Dell EMC 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 *Installation and Service Manual* at Dell.com/powervaultmanuals.
- Ensure that the drive is still functional. Restart the Dell EMC 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/storagecontrollermanuals.
- 3 Delete the virtual disk that has LUN ID as zero (0).
- 4 Restart the Dell EMC Storage NAS system by using the OS reinstallation media.

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

Description

The Identity Module is not installed on the system and cannot proceed with reinstallation.

Workaround

Install the Identity Module by using iDRAC and restart Dell EMC 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

This section describes errors that may occur during deployment, during system management, or during an update.

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 <code>Stor@ge!</code>

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 hard drive, view the capacity from the client connected to the hard drive.

Turning off the firewall

You can turn off the firewall on your system by using either the Control Panel or the 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 Server 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 EMC OpenManage Server Administrator on the system

Description

Dell EMC OpenManage Server Administrator cannot be found on the system.

Workaround

Download the latest version of the Dell EMC OpenManage Server Administrator from **Dell.com/support**.

- 1 Start the installer and complete the instructions on the screen.
- 2 After installing the Dell EMC OpenManage Server Administrator, restart the system.
- 3 After the system restarts, start **Dell EMC OpenManage Server Administrator** by double-clicking the **Server Administrator** icon on the desktop.

Getting help

This section provides information about how to contact Dell EMC technical support, how to access information using the system QR code, and documentation resources available from Dell EMC.

Contacting Dell EMC

Dell EMC 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 EMC product catalog. Availability varies by country and product, and some services may not be available in your area. To contact Dell EMC for sales, technical assistance, or customer service issues:

- 1 Go to **Dell.com/support/home**.
- 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 EMC Global Technical Support:
 - a Go to **Dell.com/support/incidents-online**.
 - b The **Contact Technical Support** page is displayed with details to call, chat, or e-mail the Dell EMC Global Technical Support team.

Locating your system service tag

You can identify your system using the unique Express Service Code and Service Tag. Pull out the information tag in front of the system to view the Express Service Code and Service 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.

Accessing system information using the QRL

You can use the Quick Resource Locator (QRL) to get immediate access to information about your system. The QRL is located on the top of the system cover and provides access to generic information about your system. To find information specific to your system, such as configuration and warranty, access the QR code located on the system Information tag.

Ensure that your smart phone or tablet has a QR code scanner installed.

The QRL includes the following information about your system:

- How-to videos
- Reference materials, including the Installation and Service Manual, LCD diagnostics, and mechanical overview

- A direct link to Dell EMC to contact technical assistance and sales teams
- 1 Go to www.Dell.com/QRL and Browse to your specific product or
 - 2 Use your smartphone or tablet to scan the Quick Resource (QR) code located on your system or use the QR code below.



Figure 1. QR code for NX3340



Figure 2. QR code for NX3240



Figure 3. QR code for NX440

Documentation resources

This section provides information about the documentation resources for your system.

Task	Document	Location
Setting up your system	<p>For information about installing the system into a rack, see the Rack documentation included with your rack solution.</p> <p>For information about turning on the system and the technical specifications of your system, see the Getting Started With Your System document that shipped with your system.</p> <p>For information about procedures for setting up the storage system and internal storage, see <i>Setting up Your Dell Storage Network Attached Storage System</i>.</p>	www.dell.com/storagemanuals

Task	Document	Location
Configuring your system	For information about configuring, managing, updating, and restoring the system, see the <i>Dell EMC Network Attached Storage System using Windows Storage Server 2016 Administrator's Guide</i> .	www.dell.com/storagemanuals
	For information about the iDRAC features, configuring and logging in to iDRAC, and managing your system remotely, see the <i>Integrated Dell Remote Access Controller User's Guide</i> .	www.dell.com/idracmanuals
	For information about understanding Remote Access Controller Admin (RACADM) subcommands and supported RACADM interfaces, see the <i>RACADM Command Line Reference Guide for iDRAC</i> .	www.dell.com/idracmanuals
	For information about updating drivers and firmware.	www.dell.com/support/drivers
Troubleshooting your system	For information about troubleshooting the hardware issues, see the <i>Dell EMC Network Attached Storage Systems using Windows Storage Server 2016 Troubleshooting Guide</i> .	www.dell.com/storagemanuals
Managing your system	For information about the features of the Dell OpenManage Systems Management, see the <i>Dell OpenManage Systems Management Overview Guide</i> .	www.dell.com/openmanagemanuals > OpenManage Essentials
	For information about setting up, using, and troubleshooting OpenManage, see the <i>Dell OpenManage Server Administrator User's Guide</i> .	www.dell.com/openmanagemanuals > OpenManage Server Administrator
	For information about installing, using, and troubleshooting Dell OpenManage Essentials, see the <i>Dell OpenManage Essentials User's Guide</i> .	www.dell.com/openmanagemanuals > OpenManage Essentials
	For information about installing and using Dell System E-Support Tool (DSET), see the <i>Dell System E-Support Tool (DSET) User's Guide</i> .	www.dell.com/DSET
	For understanding the features of Dell Lifecycle Controller, see the <i>Dell Lifecycle Controller User's Guide</i> .	www.dell.com/idracmanuals
	For information about enterprise systems management partner programs, see the <i>OpenManage Connections Enterprise Systems Management documents</i> .	www.dell.com/omconnectionsenterprisesystemsmanagement
	For information about connections and client systems management, see the <i>OpenManage Connections Client Systems Management documentation</i> .	www.dell.com/dellclientcommandsuite manuals
Working with the Dell EMC PowerEdge RAID controllers	For information about understanding the features of the Dell PowerEdge RAID controllers (PERC)	www.dell.com/storagecontrollermanuals

Task	Document	Location
Understanding event and error messages	<p>and deploying the PERC cards, see the Storage controller documentation.</p> <p>For information about checking the event and error messages generated by the system firmware and agents that monitor system components, see the <i>Event and Error Message Reference Guide for 14th Generation Dell EMC PowerEdge Servers</i>.</p>	www.dell.com/openmanagemanuals > OpenManage Software

Documentation feedback

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