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## Introduction

There is a firmware issue on the FireSIGHT Management Center (FMC) FS4000 platform that may impact RAID and storage management. This document describes a process to validate if a failure is due to the disk, or with the RAID controller.

## Before You Begin Troubleshooting

Before you start troubleshooting, please determine the following items:

- Is the system down?
- Is the system up, but unreachable?
- Is the RAID controller hung?

If the RAID controller is hung, any commands attempted may return an IO error. You may be able to access the FMC FS4000 through Secure Shell (SSH), but may not be able to run any commands.

You can confirm this by trying to SSH to the FS4000. If the system is unreachable or you can log in but unable to run any commands, the issue is most likely with the disk controller or drive.

The following section describes different types of failure on a FireSIGHT Management Center FS4000 model (Product ID: FS4000-K9/FS4000-BASE-K9).

## Identification of an Issue

### With the Battery Backup Unit (BBU)

If a "Disk Degraded" Critical Health Alert is triggered, check if there is any issue with the Battery Backup Unit (BBU).

1. Run the following command and verify the output. Check the highlighted lines as reference.

```
admin@FireSIGHT:~$ sudo MegaCLI -AdpBbuCmd -GetBbuStatus -aALL
```

```
BBU status for Adapter: 0
```

```
BatteryType: CVPM02
```

Voltage: 9414 mV  
Current: 0 mA  
Temperature: 36 C  
BBU Firmware Status:

```
Charging Status           : None
Voltage                  : OK
Temperature               : OK
Learn Cycle Requested     : No
Learn Cycle Active        : No
Learn Cycle Status        : OK
Learn Cycle Timeout       : No
I2c Errors Detected      : No
Battery Pack Missing      : No
Battery Replacement required : No
Remaining Capacity Low    : No
Periodic Learn Required   : No
Transparent Learn         : No
No space to cache offload : No
Pack is about to fail & should be replaced : No
Cache Offload premium feature required : No
Module microcode update required : No
BBU GasGauge Status: 0x6636
Pack energy                : 310 J
Capacitance               : 102
Remaining reserve space    : 96
```

Exit Code: 0x00

2. Look through syslog (/var/log/messages)

## With the Disk Drive

Step 1: Power down the system.

```
login: admin
password:
```

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All other trademarks are property of their respective owners. Sourcefire Linux OS v5.4.0 (build 126) Sourcefire Defense Center 4000 v5.4.0 (build 763) admin@FireSIGHT:~\$ **sudo shutdown -h now**

Step 2: Pull the drive.



Step 3: Power up the machine.



Step 4: Does the system hang loading the RAID BIOS?



Step 5: If yes, reinsert the drive and go back to step 1. If no, then you've found the bad drive.

## With the RAID Controller

Step 1: When a drive is found bad, go into the RAID BIOS by pressing CTRL+H, when the system prompts.



Step 2: Confirm that 5 drives are showing there and the identified disk is missing, and it's in degraded mode.

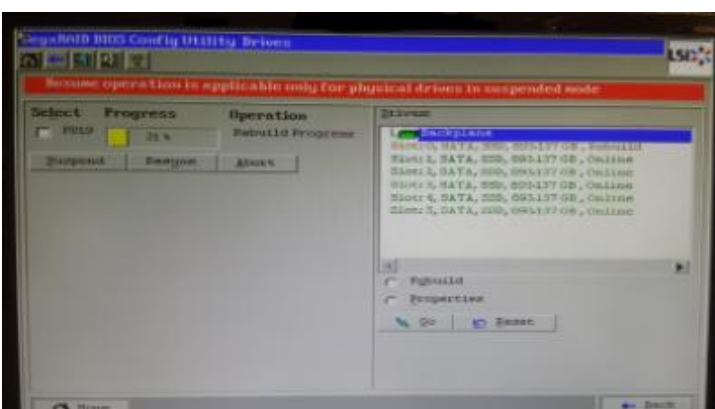
Step 3: Reinsert the bad drive.



Step 4: Reboot.



Step 5: Go back into the RAID BIOS, and confirm that there is now a drive coming up at 384M size and the RAID is still in degraded mode.



## **Solution**

If you have a FireSIGHT Management Center FS4000 model, and you suspect an issue with the RAID controller, please contact Cisco TAC for further assistance.