

HGST SAS drives fails verification on Fujitsu Primergy RX series servers

Created date	Updated date	Affects version	Fix version
03 Feb 2020	03 Feb 2020	Drive Eraser 6.5.2 (and newer)	N/A

Problem

Erasure of HGST SAS drives (specifically models starting with "HUC") fail the erasure on verification due to read error count reaching or exceeding the configured threshold. Erasure report shows errors similar to the below screenshot.

[blocked URL](#)

This issue has been identified at least for the following hardware combinations:

Fujitsu Primergy RX2520 M1	RAID Ctrl SAS 6G 1GB (D3116C) MegaRAID SAS controller	HGST HUC101812CSS204
Fujitsu Primergy RX2530 M2	PRAID EP400i MegaRAID SAS controller	HGST HUC101830CSS204
Fujitsu Primergy RX2540 M2	PRAID EP420i MegaRAID SAS controller	N/A

Solution

As a workaround:

- Affected drives can be erased successfully by connecting the drives to another unit which is not affected by this issue (for example, Blancco Hardware Appliance).
- The erasure can be run on the original unit by running erasure on a logical level. Note that this process will not run the erasure on physical disk level and instead the erasure will be applied to the logical volume configured within the storage controller settings. This being the case some disk specific details (such as vendor, model and serial) may not be available on the erasure report. Follow below steps to do this:

- Configure the Blancco Drive Eraser to preserve RAID configurations (Blancco Drive Eraser Server Edition/Volume Edition). This can be done using Drive Eraser Configuration Tool:
 - Upload the ISO image the Configuration Tool
 - Navigate to "Security"-tab
 - Under "Security options", set "Logical disk (RAID)" option to "Show"
 - Save the ISO image
 - From the storage controller settings:
 - Remove any existing RAID configurations (this should leave the disks to a "unconfigured" state)
 - Convert the drives to a "JBOD" state.
 - Boot up Drive Eraser and run the erasure.
 - The erasure target should be identified as a "Logical Volume" on the user interface and the capacity should match the total combined capacity of the hard drives included in the JBOD created previously