

FreeNAS - Bug #7484

drive serial number missing in GUI HighPoint - Rocket 750 HBA

01/13/2015 06:38 AM - brett zollo

Status: Closed: Duplicate	
Priority: Nice to have	
Assignee: Xin Li	
Category: OS	
Target version: N/A	
Seen in: 9.3-RELEASE	Needs Merging: Yes
Severity: New	Needs Automation: No
Reason for Closing:	Support Suite Ticket: n/a
Reason for Blocked:	Hardware Configuration:
Needs QA: Yes	ChangeLog Required: No
Needs Doc: Yes	
Description	
<p>I am having the an issue with different results using rocket 750 card with freenas 9.3. I have 20 of the same WD 6TB red drives 6 show the serial number the rest don't. Tried going to 9.2.1.9 still had the same problem.</p> <p>Executing</p> <pre>python /usr/local/www/freenasUI/tools/sync_disks.py dax</pre> <p>does not bring the serial number back and smartctl /dev/daX -a gives me</p> <pre>=== START OF INFORMATION SECTION === Vendor: HPT Product: DISK 0_6 Revision: 4.00 User Capacity: 6,001,175,126,016 bytes [6.00 TB] Logical block size: 512 bytes Device type: disk Local Time is: Mon Jan 12 11:50:19 2015 EST SMART support is: Unavailable - device lacks SMART capability. === START OF READ SMART DATA SECTION === Request Sense failed, [Input/output error] Error Counter logging not supported Device does not support Self Test logging</pre>	
Related issues:	
Is duplicate of FreeNAS - Bug #6294: Highpoint Rocket 750 - hdd serial number...	Closed: Third party solve

History

#1 - 01/13/2015 09:10 AM - Jordan Hubbard

- Category set to 76
- Assignee set to Xin Li
- Target version set to 49

#2 - 01/13/2015 03:44 PM - Cyber Jock

This is a duplicate of <https://bugs.pcbssd.org/issues/6294>.

As I said in that ticket, Highpoint does some proprietary things with their disks (which is why my Highpoint thread says to avoid all Highpoint controllers... <https://forums.freenas.org/index.php?threads/highpoint-controller-info.8217/>)

There is no fix at present (and likely will never be as Highpoint hasn't answered my emails asking for assistance).

The solution is to get hardware that is recommended.

I recommend 6294 and this ticket be closed (or at least set to 3rd part to resolve) as Highpoint has to provide key information to the smartctl group (and Highpoint basically doesn't want to play ball). I worked with a dev from smartctl and he couldn't figure out the enigma that is Highpoint, so they aren't expecting support anytime soon either.

#3 - 01/13/2015 03:54 PM - Jordan Hubbard

- Is duplicate of Bug #6294: Highpoint Rocket 750 - hdd serial numbers not populated under "View Disks" added

#4 - 01/13/2015 03:55 PM - Jordan Hubbard

- Status changed from Unscreened to Closed: Duplicate

Thanks, cyberjock. Noted thusly.

#5 - 07/19/2017 08:17 AM - Kris Moore

- Target version changed from 49 to N/A