

BULLETIN #: TB111819AS

Title: PowerChoiceLP Rev5 OS drive replacement

Date: November 18th, 2019

Severity: Medium

Affected Products:

- PowerChoiceLP Rev5 8TB, 16TB, 24TB and 32TB shipped between April 1st and June 21st, 2019.

Issue:

These units were shipped with 8TB partitioned OS drives. These 8TB drives can occasionally take longer to fully spin up than the motherboard takes to post, meaning there may be times when the unit will not boot, due to the drive not being fully 'ready'.

Corrective Action:

Please proceed with an advance replacement for that OS partitioned drive. Salient will replace the drive with an 8TB drive that has been tested against this condition and verified to be stable. Please request the following model in your RMA: SEAEFAA 8TB Exos drive

Please ensure you specify the version of CompleteView Software you want to be installed on this drive as well so that the order can be properly processed. If the unit has been in production prior to replacement, please work with the end customer on backing up their configs, license file, and possibly any video saved on the video partition of the drive to be replaced.