Product Alert 52

Product	6G and 12G QXS-312, QXS-412, QXS-456, QXS-656 and QXS-484 Arrays
Summary	The **Disk Scrub Interval** setting might cause undue wear on drives and impact performance.
Date	July 2020

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Overview

Affected Systems

- 6G and 12G QXS-312, QXS-412, QXS-456, QXS-656 and QXS-484 arrays.

Problem Description

The disk scrub background process that cleans up media errors can run more often than necessary when using 3.5" 7200 RPM NL-SAS disks, which can potentially cause undue wear on the drives and have a negative impact on performance.

> **Note:** If you are impacted by this issue, please call Quantum Support and reference Product Alert52. See Contacting Quantum on the next page.

Symptoms

The following symptoms might be present if the system enters this state:

1. Higher than expected drive failures.
2. Degraded IO performance.

Solution

Quantum recommends you change the background scrub process frequency from the current default value of 24 hours to 360 hours.

Workaround

To change the background scrub process frequency to 360 hours, run the following CLI command on either of the QXS controllers:

```
# set advanced-settings background-scrub-interval 360
```

Contacting Quantum

Contacts

For information about contacting Quantum, including Quantum office locations, go to:

https://www.quantum.com/aboutus/contactus/index.aspx

For further assistance, or for training opportunities, contact the Quantum Customer Support Center:

Region	Support Contact
North America	1-800-284-5101 (toll free) +1-720-249-5700
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Asia Pacific	+800-7826-8887 (toll free) +603-7953-3010

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