

Infra Chapril - Anomalie #4628

[Chapril admins-auto] SMART error (ErrorCount) detected on host: coon

04/08/2020 09:06 - Christian P. Momon

Statut:	Fermé	Début:	04/08/2020
Priorité:	Normale	Echéance:	
Assigné à:	Christian P. Momon	% réalisé:	0%
Catégorie:		Temps estimé:	0.00 heure
Version cible:	Sprint 2020 été		

Description

Le 02/08/2020 à 05:51, root a écrit :

```
[Chapril admins-auto] SMART error (ErrorCount) detected on host: coon
This message was generated by the smartd daemon running on:

  host name: coon
  DNS domain: chapril.org

The following warning/error was logged by the smartd daemon:

Device: /dev/sdb [SAT], ATA error count increased from 0 to 3

Device info:
ST4000NM0245-1Z2107, S/N:ZC112AD3, WWN:5-000c50-0a1e23b6e, FW:SS03, 4.00 TB

For details see host's SYSLOG.

You can also use the smartctl utility for further investigation.
Another message will be sent in 24 hours if the problem persists.

Question : c'est grave docteur ?
```

Historique

#1 - 04/08/2020 09:40 - Laurent POUJOLAT

Tu as la sortie de
smartctl -a /dev/sdb ?

ATA error c'est un problème de com sur le bus donc: soit:

- le contrôleur SATA coté serveur
- le cable
- l'électronique du disque
- un ion de l'espace (ça arrive)

On devrait aussi avoir une trace au niveau kernel dans le syslog

#2 - 04/08/2020 09:54 - Laurent POUJOLAT

```
=(^-^)=root@coon:~# smartctl -a /dev/sdb
smartctl 6.6 2017-11-05 r4594 [x86_64-linux-4.19.0-10-amd64] (local build)
Copyright (C) 2002-17, Bruce Allen, Christian Franke, www.smartmontools.org
```

```
=== START OF INFORMATION SECTION ===
```

```
Device Model:          ST4000NM0245-1Z2107
Serial Number:         ZC112AD3
LU WWN Device Id:     5 000c50 0a1e23b6e
Firmware Version:     SS03
User Capacity:         4 000 787 030 016 bytes [4,00 TB]
Sector Sizes:          512 bytes logical, 4096 bytes physical
Rotation Rate:         7200 rpm
Form Factor:           3.5 inches
Device is:              Not in smartctl database [for details use: -P showall]
ATA Version is:        ACS-3 T13/2161-D revision 5
SATA Version is:       SATA 3.1, 6.0 Gb/s (current: 6.0 Gb/s)
```

Local Time is: Tue Aug 4 09:52:39 2020 CEST
SMART support is: Available - device has SMART capability.
SMART support is: Enabled

=== START OF READ SMART DATA SECTION ===
SMART overall-health self-assessment test result: PASSED

General SMART Values:

Offline data collection status: (0x82) Offline data collection activity was completed without error.

Auto Offline Data Collection: Enabled.

Self-test execution status: (0) The previous self-test routine completed without error or no self-test has ever been run.

Total time to complete Offline data collection: (567) seconds.

Offline data collection capabilities: (0x7b) SMART execute Offline immediate. Auto Offline data collection on/off support. Suspend Offline collection upon new command. Offline surface scan supported. Self-test supported. Conveyance Self-test supported. Selective Self-test supported.

SMART capabilities: (0x0003) Saves SMART data before entering power-saving mode. Supports SMART auto save timer.

Error logging capability: (0x01) Error logging supported. General Purpose Logging supported.

Short self-test routine recommended polling time: (1) minutes.

Extended self-test routine recommended polling time: (1632) minutes.

Conveyance self-test routine recommended polling time: (2) minutes.

SCT capabilities: (0x50bd) SCT Status supported. SCT Error Recovery Control supported. SCT Feature Control supported. SCT Data Table supported.

SMART Attributes Data Structure revision number: 10

Vendor Specific SMART Attributes with Thresholds:

ID#	ATTRIBUTE_NAME	FLAG	VALUE	WORST	THRESH	TYPE	UPDATED	WHEN_FAILED	RAW_VALUE
1	Raw_Read_Error_Rate	0x000f	083	064	044	Pre-fail	Always	-	180893571
3	Spin_Up_Time	0x0003	095	095	000	Pre-fail	Always	-	0
4	Start_Stop_Count	0x0032	100	100	020	Old_age	Always	-	8
5	Reallocated_Sector_Ct	0x0033	100	100	010	Pre-fail	Always	-	0
7	Seek_Error_Rate	0x000f	096	060	045	Pre-fail	Always	-	3851226763
9	Power_On_Hours	0x0032	068	068	000	Old_age	Always	-	28035 (224 68 0)
10	Spin_Retry_Count	0x0013	100	100	097	Pre-fail	Always	-	0
12	Power_Cycle_Count	0x0032	100	100	020	Old_age	Always	-	7
184	End-to-End_Error	0x0032	100	100	099	Old_age	Always	-	0
187	Reported_Uncorrect	0x0032	097	097	000	Old_age	Always	-	3
188	Command_Timeout	0x0032	100	100	000	Old_age	Always	-	0
189	High_Fly_Writes	0x003a	100	100	000	Old_age	Always	-	0
190	Airflow_Temperature_Cel	0x0022	060	054	040	Old_age	Always	-	40 (Min/Max 24/46)
191	G-Sense_Error_Rate	0x0032	077	077	000	Old_age	Always	-	46825
192	Power-Off_Retract_Count	0x0032	100	100	000	Old_age	Always	-	87
193	Load_Cycle_Count	0x0032	100	100	000	Old_age	Always	-	1653
194	Temperature_Celsius	0x0022	040	046	000	Old_age	Always	-	40 (0 22 0 0 0)
195	Hardware_ECC_Recovered	0x001a	052	004	000	Old_age	Always	-	180893571
197	Current_Pending_Sector	0x0012	100	100	000	Old_age	Always	-	0
198	Offline_Uncorrectable	0x0010	100	100	000	Old_age	Offline	-	0
199	UDMA_CRC_Error_Count	0x003e	200	200	000	Old_age	Always	-	0
240	Head_Flying_Hours	0x0000	100	253	000	Old_age	Offline	-	28016 (172 39 0)
241	Total_LBAs_Written	0x0000	100	253	000	Old_age	Offline	-	167121156815
242	Total_LBAs_Read	0x0000	100	253	000	Old_age	Offline	-	303767135573

SMART Error Log Version: 1

ATA Error Count: 3

- CR = Command Register [HEX]
- FR = Features Register [HEX]
- SC = Sector Count Register [HEX]
- SN = Sector Number Register [HEX]
- CL = Cylinder Low Register [HEX]
- CH = Cylinder High Register [HEX]
- DH = Device/Head Register [HEX]
- DC = Device Command Register [HEX]
- ER = Error register [HEX]
- ST = Status register [HEX]

Powered_Up_Time is measured from power on, and printed as DDD+hh:mm:ss.sss where DD=days, hh=hours, mm=minutes, SS=sec, and sss=millisec. It "wraps" after 49.710 days.

Error 3 occurred at disk power-on lifetime: 27983 hours (1165 days + 23 hours)
When the command that caused the error occurred, the device was active or idle.

After command completion occurred, registers were:

ER ST SC SN CL CH DH
-- -- -- -- -- -- --

40 53 00 ff ff ff 0f Error: UNC at LBA = 0xffffffff = 268435455

Commands leading to the command that caused the error were:

CR	FR	SC	SN	CL	CH	DH	DC	Powered_Up_Time	Command/Feature_Name
60	00	80	ff	ff	ff	4f	00	22d+15:10:00.626	READ FPDMA QUEUED
60	00	80	ff	ff	ff	4f	00	22d+15:10:00.626	READ FPDMA QUEUED
60	00	80	ff	ff	ff	4f	00	22d+15:10:00.625	READ FPDMA QUEUED
ea	00	00	00	00	00	a0	00	22d+15:10:00.624	FLUSH CACHE EXT
ea	00	00	00	00	00	a0	00	22d+15:10:00.624	FLUSH CACHE EXT

Error 2 occurred at disk power-on lifetime: 27983 hours (1165 days + 23 hours)
When the command that caused the error occurred, the device was active or idle.

After command completion occurred, registers were:

ER ST SC SN CL CH DH
-- -- -- -- -- -- --

40 53 00 ff ff ff 0f Error: UNC at LBA = 0xffffffff = 268435455

Commands leading to the command that caused the error were:

CR	FR	SC	SN	CL	CH	DH	DC	Powered_Up_Time	Command/Feature_Name
60	00	80	ff	ff	ff	4f	00	22d+15:09:57.381	READ FPDMA QUEUED
60	00	80	ff	ff	ff	4f	00	22d+15:09:57.380	READ FPDMA QUEUED
60	00	80	ff	ff	ff	4f	00	22d+15:09:57.380	READ FPDMA QUEUED
60	00	80	ff	ff	ff	4f	00	22d+15:09:57.380	READ FPDMA QUEUED
60	00	80	ff	ff	ff	4f	00	22d+15:09:57.380	READ FPDMA QUEUED

Error 1 occurred at disk power-on lifetime: 27983 hours (1165 days + 23 hours)
When the command that caused the error occurred, the device was active or idle.

After command completion occurred, registers were:

ER ST SC SN CL CH DH
-- -- -- -- -- -- --

40 53 00 ff ff ff 0f Error: UNC at LBA = 0xffffffff = 268435455

Commands leading to the command that caused the error were:

CR	FR	SC	SN	CL	CH	DH	DC	Powered_Up_Time	Command/Feature_Name
60	00	80	ff	ff	ff	4f	00	22d+15:09:54.102	READ FPDMA QUEUED
60	00	80	ff	ff	ff	4f	00	22d+15:09:54.102	READ FPDMA QUEUED
60	00	80	ff	ff	ff	4f	00	22d+15:09:54.102	READ FPDMA QUEUED
60	00	80	ff	ff	ff	4f	00	22d+15:09:54.102	READ FPDMA QUEUED
60	00	80	ff	ff	ff	4f	00	22d+15:09:54.102	READ FPDMA QUEUED

SMART Self-test log structure revision number 1

Num	Test_Description	Status	Remaining	LifeTime(hours)	LBA_of_first_error
# 1	Extended offline	Completed without error	00%	14836	-

SMART Selective self-test log data structure revision number 1

SPAN	MIN_LBA	MAX_LBA	CURRENT_TEST_STATUS
1	0	0	Not_testing
2	0	0	Not_testing
3	0	0	Not_testing

```
4      0      0 Not_testing
5      0      0 Not_testing
```

Selective self-test flags (0x0):

```
After scanning selected spans, do NOT read-scan remainder of disk.
If Selective self-test is pending on power-up, resume after 0 minute delay.
```

#3 - 04/08/2020 10:10 - Laurent POUJOLAT

Bon, au vu du rapport smart en fait ce n'est pas une "vraie" ATA communication error. Juste une erreur UNC (uncorrectable) sur la lecture d'un secteur précis. Sur un disque aussi gros, ça peut arriver de temps en temps sans prêter à conséquence (sinon il y aurait des indication de réallocation, et une erreur dans le syslog). Donc je pense qu'il ne faut pas trop s'inquiéter si ça ne se reproduit pas trop souvent, auquel cas ce serait une indication de la dégradation du disque.

#4 - 04/08/2020 10:16 - Christian P. Momon

- Statut changé de Nouveau à Résolu
- Assigné à mis à Christian P. Momon

D'accord pour dire que ce n'est pas alarmant. À voir si ça se répète trop souvent. Donc fermeture du ticket.

#5 - 01/09/2020 23:41 - Christian P. Momon

- Statut changé de Résolu à Fermé

#6 - 03/09/2020 03:42 - Christian P. Momon

- Version cible changé de Backlog à Sprint 2020 été