

[SO-31] No physical drive detected in a RAID 1 array

Created: 01/Aug/17 3:50 PM - Updated: 02/Aug/17 10:29 AM

Status:	To Do		
Project:	Software Support		
Type:	Bug	Priority:	High
Reporter:	Ryan Lee	Assignee:	Mitch Davis
Resolution:	Unresolved	Votes:	0
Labels:	BIOS, HPE		

Field Tab

Affected Server:	HPE ProLiant XL730f Gen9 [MOS-34] (Key=MOS-34, Name=HPE ProLiant XL730f Gen9, Created=Thu Apr 06 11:39:04 UTC 2017, Updated=Thu May 11 15:19:39 UTC 2017, Warranty Expires=Tue Sep 20 00:00:00 UTC 2022, Manufacturer=Hewlett Packard, System Owner=Mitch Davis, Type=Physical, Installed Software=Sysinternals Suite;HWiNFO, Location=New York)
Diagnostic software:	Sysinternals Suite [MOS-11] (Key=MOS-11, Name=Sysinternals Suite, Created=Mon Sep 26 07:41:46 UTC 2016, Updated=Thu May 11 15:45:38 UTC 2017, Manufacturer=Microsoft, Version=v3.4), HWiNFO [MOS-12] (Key=MOS-12, Name=HWiNFO, Created=Mon Sep 26 07:41:53 UTC 2016, Updated=Thu May 11 15:49:27 UTC 2017, Manufacturer=Realix, Version=v5.1)

Description

The BIOS Configuration Utility does not detect a replaced physical drive in a RAID 1 array and offer the option to start a rebuild.

After the drive is replaced, the utility shows all drives online and all logical drives reporting optimal state. It does not allow rebuilding because no failed drives are found.

Attachments



hp-smartarray-rom-configuration-bios-drive-missing-raid-failed.jpg (35 kB)

Comments

Mitch Davis added a comment - 01/Aug/17 4:02 PM

This occurs if you replace the drive with a drive that contains data. If the new drive is blank, this problem does not occur.

Perform the following steps to solve this problem:

- Access the BIOS Configuration Utility and select **Objects—> Physical Drive to display the list of physical drives.**
- Use the arrow key to select the newly inserted drive, then press <Enter>.**

The menu for that drive displays.

- **Select Force Offline** and press <Enter>.

This changes the physical drive from Online to Failed.

- Select **Rebuild** and press <Enter>.

After rebuilding is complete, the problem is resolved and the operating system will boot.

Ryan Lee added a comment - 02/Aug/17 10:26 AM

Thanks, Mitch.

Now, I see the drives, but the system takes a long time to boot during a RAID Level Migration or Check Consistency operation.

Mitch Davis added a comment - 02/Aug/17 10:27 AM

This is normal behavior during a RAID level migration or consistency check.

John Hopkins added a comment - 02/Aug/17 10:29 AM

One more thing, Ryan.

If you experience that the system does not boot from the RAID controller, try checking the boot order in BIOS.