

RE: Quorum Drive Fix PERC PowerVault

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.clustering/2004-04/0200.html>

From: Jeff Qiu [MSFT] (jeffqiu_at_online.microsoft.com)

Date: 04/15/04

Date: Thu, 15 Apr 2004 17:00:45 GMT

Hi Jarrett,

Thank you for your sharing on how you successfully addressed this issue.

It finally proved to be related to that 296594 as you originally mentioned on 3/30:

"Even though I'm not using the Dell PERC RAID card (ref MKBA 296594), I have already disabled write caching on the Adaptec 2200 RAID card."

Hope more people using DELL cluster will get to know it.

If you have any further questions on this issue, please feel free to post back!

Have a nice day!

Best Regards,

Jeff Qiu

Microsoft Online Partner Support

MCSE 2000, MCDBA, MCSA

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>*microsoft.public.windows.server.clustering*

>

>*I spent days on a similar failing Quorum drive issue with a PowerVault 220 and a PERC 4/DC controller before I found the solution — be sure to check out Microsoft Knowledge Base Article – 296594. I'm posting this because hopefully someone else out there will benefit from this answer. Shame on Dell for not including this information with the other clustering docs I downloaded with the PowerVault and PERC. Once I made this change, the Quorum drive lit up and the cluster came alive.*

<http://support.microsoft.com/default.aspx?scid=http://support.microsoft.com:80/support/kb/articles/Q296/5/94.ASP&NoWebContent=1>

CAUSE:

This error occurs if the external disk arrays are connected to a Dell PERC RAID controller with Write-Back caching enabled and Cluster Option disabled.

RESOLUTION:

To resolve this issue, disable Write-Back caching and enable Write-Thru caching on the PERC cards of both nodes. Also, enable the Cluster Mode option.

----- "Jeff Qiu [MSFT]" wrote: -----

Hi Jarrett,

How's everything going?

Did you get the SCSI controller replaced?

Please feel free to respond to the newsgroups if you need additional help.

Have a great day!

Best Regards,

Jeff Qiu
Microsoft Online Partner Support
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>>Hi Jarrett,
>>Thank you for your update.
>>I am glad to hear that we have isolated this issue to a possible
>incompatible SCSI controller.
>>If you get any further updates regarding this issue, please feel
free to
>let me know.
>>Have a nice day!
>>Best Regards,
>>Jeff Qiu
>Microsoft Online Partner Support
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>>-----

>>*Hi Jeff.*

>*I did try another drive for the quorum, receiving the same results.*

As it

>*turned out, after discussions with StorCase and Adaptec, the SCSI adapters*

>*that was sold to us for this solution (Adaptec 2200S RAID controllers) are*

>*not cluster compatible. I'm hoping that was the the issue as I now replace*

>*the adapter with LSI adapters that are for clustering. I'll let you know*

>*for sure. Thank you Jeff, John Campbell, and John Toner, for all your*

help.

>>*Jarrett Heine*

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