QLOGIC®
The Ultimate in Performance

TECHNOLOGY BRIEF

Persistent Hardware Error Logs

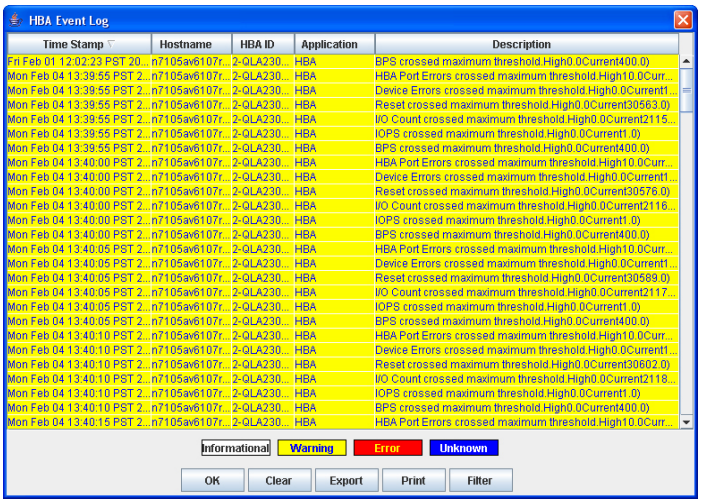
Serviceability Features Extended

Industry Challenge

Troubleshooting and finding the root cause is one of the major challenges that face Storage Area Network (SAN) administrators. In the rare case when a Host Bus Adapter (HBA) fails, the SAN experiences down time to replace the HBA. SAN administrators know that failure will occur, but want assurance from the HBA provider that the root cause of the issue can be found and a resolution implemented. Will they provide future preventative measures and/or assurance that the failure will not occur again?

User Benefits

- Developing a more reliable product
  QLogic provides a multi-prong approach to extend serviceability features into management applications, drivers, firmware, and the HBA.
- Improving troubleshooting and root cause analysis
  Maintaining the error log so that root cause can be identified with the data provided from the log when the HBA is returned to the factory.



Persistent Hardware Error Log

QLogic's Persistent Hardware Error Logs

QLogic leads the industry in retrieving useful information from HBAs returned due to possible failure. Persistent hardware error logs provide key information that allows troubleshooting and root cause analysis of a product that normally would be listed as "no trouble found" or take many hours to repair.

How QLogic's Persistent Hardware Error Logs Work

When a fatal error condition is detected by the driver, the driver writes the error message into non-volatile memory on the HBA. Later, when QLogic field personnel receive the failed HBA, they can extract the error message to diagnose the specific problem experienced at the time of the error. This vital information provides key insights into the cause of the error and helps QLogic develop more reliable products.

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