

## 12Gb/s SAS Drives will not be detected on Arena Storage.

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### Root Cause:

12Gb drives define SAS connector pin3 for power down control, but pin1-3 was defined for 3.3V input on 6Gb or older SAS specifications. Arena RAID solutions backplane provides 3.3V, it will trigger the hard drive power down feature and result 12Gb SAS drive not start up.

### Solutions:

Paste a tape on the 12Gb hard drive SAS connector (P1~P3) to block power down control feature, suggest only apply it by experienced engineer.

### Note:

Nova product featured with backplane v.1.1 already implemented solution for 12Gb SAS HDD. The new backplane version implementation is started from Q2/2015, please verify with us for your backplane version if you have doubt.