

Hard Disk Error (E30) After Windows Update (WS5000/WS5000R2/WS5000N2/WS5000N6 Series)

Question

- Details

Error "E30" on all hard disks in Buffalo Dashboard or NAS Navigator2 after Windows Update

The screenshot shows the Buffalo Dashboard interface. On the left, the 'システム情報' (System Information) section lists details such as product number (WS5400DR2), computer name (WIN-9H6VP86N7G4), domain (WORKGROUP), OS name (Microsoft Windows Storage Server 2012 R2 Standard), OS version (6.3.9600), and firmware version (2.90). The '温度' (Temperature) section shows system temperature at 35°C / 95°F. The 'ファン' (Fan) section shows fan 1 at 1739 RPM. The 'バックアップ' (Backup) section shows that Buffalo and Windows Server backups are not delayed. On the right, the 'ネットワーク情報' (Network Information) section shows two LAN ports, both with 'UP' status. Below this, there is a message 'I'm here!' and a button. The 'ディスク' (Disk) section is highlighted with a yellow warning icon and shows a table of disk errors:

状態	ディスク	名称	容量	物理セクタ
▲エラー	1	ST2000...	1.819 TB	4096 Byte
▲エラー	2	ST2000...	1.819 TB	4096 Byte
▲エラー	3	ST2000...	1.819 TB	4096 Byte
▲エラー	4	ST2000...	1.819 TB	4096 Byte

Below the table are buttons for 'ディスクの再認識' (Rescan disks) and 'ディスクの取り外し...' (Remove disks...). At the bottom, the '電源復旧時の動作' (Power recovery action) is set to '電源をOFFにする' (Turn off power).

* The screen is WS5000R2 series

- Applicable Products

WS5000 Series

WS5000R2 Series

WS5000N2 Series

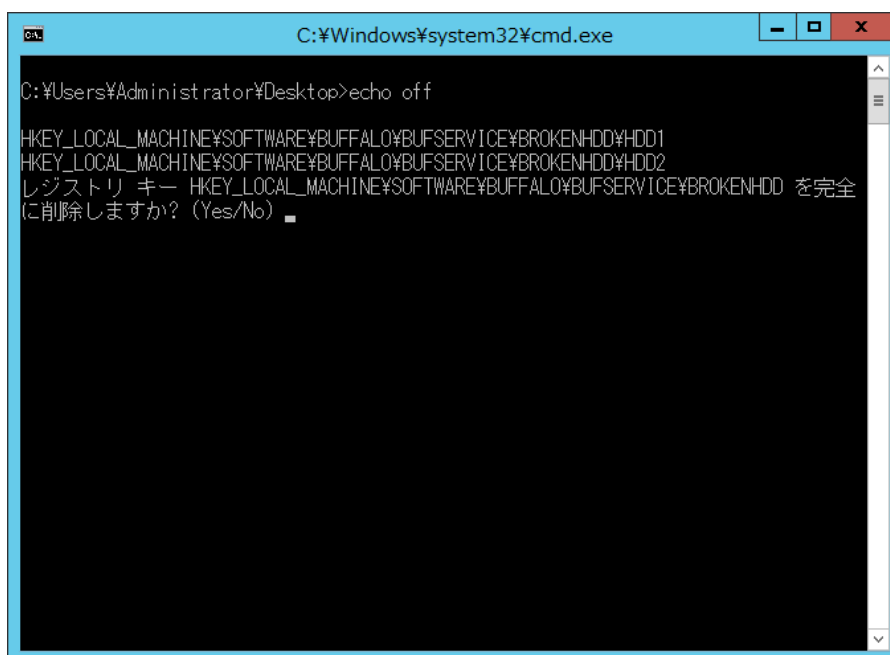
WS5000N6 Series

Answer

Disk errors has been erroneously detected.

Use the following procedure to resolve the error.

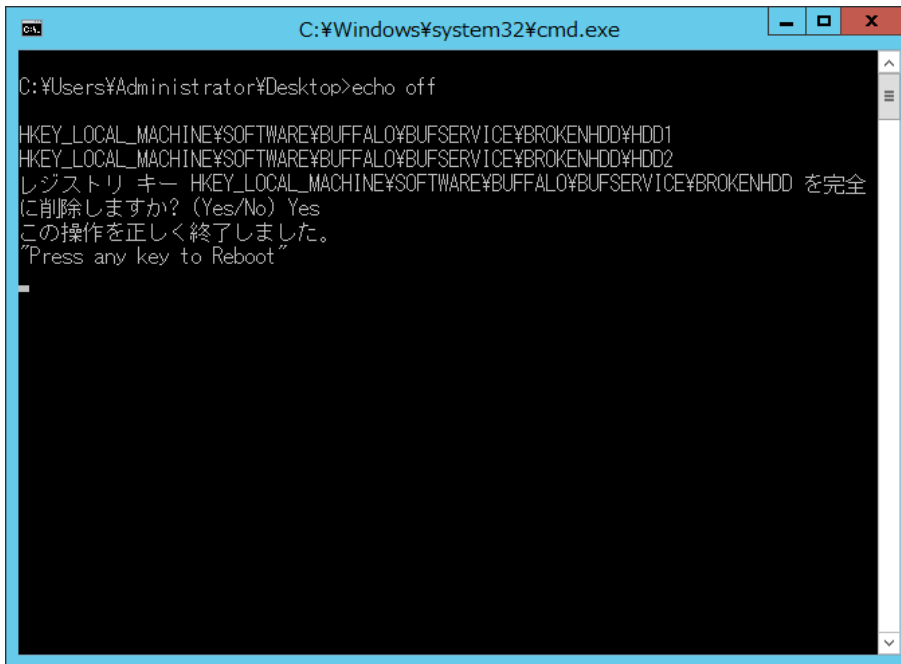
1. Log in to the TeraStation WSS unit that is having the error as an administrator using Remote Desktop.
2. Download the patch file and save it.
3. Extract the saved file.
4. Double-click “removeRegistry.bat” in the unzipped folder.
5. When the following screen appears, enter “Yes”.



```
C:\Windows\system32\cmd.exe

C:\Users\Administrator\Desktop>echo off
HKEY_LOCAL_MACHINE\SOFTWARE\BUFFALO\BUFSERVICE\BROKENHDD\HDD1
HKEY_LOCAL_MACHINE\SOFTWARE\BUFFALO\BUFSERVICE\BROKENHDD\HDD2
レジストリ キー HKEY_LOCAL_MACHINE\SOFTWARE\BUFFALO\BUFSERVICE\BROKENHDD を完全
に削除しますか? (Yes/No) █
```

6. When the display indicates “This operation has been completed successfully,” press any key. (TeraStation WSS restarts automatically)



```
C:\Windows\system32\cmd.exe

C:\Users\Administrator\Desktop>echo off

HKEY_LOCAL_MACHINE\SOFTWARE\BUFFALO\BUFSERVICE\BROKENHDD\HDD1
HKEY_LOCAL_MACHINE\SOFTWARE\BUFFALO\BUFSERVICE\BROKENHDD\HDD2
レジストリ キー HKEY_LOCAL_MACHINE\SOFTWARE\BUFFALO\BUFSERVICE\BROKENHDD を完全
に削除しますか? (Yes/No) Yes
この操作を正しく終了しました。
"Press any key to Reboot"
```

7. Check that no E30 errors is occurred after restart.

* If I12 has occurred after startup, resynchronize the RAID volume.

* If the error persists even after performing the above steps, contact Customer Support.