

Fixing reset to device error when running the LSI_SAS controller

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StarWind Documents



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Symptoms

When running the LSI_SAS controller in the VM, the **Windows** event log reports the error:

Event 129, Reset to device, \Device\RaidPort0, was issued.

In most cases, there are no logged events in **Linux**, except for random storage delays under high workload.








Resolution

1. Check that all **StarWind** devices have the Synchronized status on all nodes; **2.** Check that each **Datastore** on each host has active paths from all **StarWind** nodes; **3.** In VM settings check the number of **SCSI** adapters and number of disks assigned to VM. Note the numbers of adapters and disks; **4.** Shutdown **StarWind** VM; **5.** Remove **StarWind** VM from inventory; **6.** Locate and make a backup of **VMX** file of the **StarWind** VM; **7.** Edit and save **VMX** file of the **StarWind** VM by adding the following lines: `scsi0.async = "FALSE"` `scsi0:0.canBlock = "TRUE"` `scsi0:1.canBlock = "TRUE"` **NOTE:** Line 1 shall be introduced for every **SCSI** controller VM has got (0, 1, or any number it might have). Line 2 shall be introduced for every port on that controller (here is why the 3rd line is used – just for example purposes in case of two disks attached to the VM using 1 **SCSI** controller). In this example, VM got one SCSI adapter and two disks assigned to it. **8.** Register VM back and start one; **9.** Do the same steps with another VM.

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