

SurfRAID TRITON RAID SYSTEM FIRMWARE UPDATE PROCEDURE VIA RS232 SERIAL CONNECTION



8 Bay SATA
U320 SC SI or 2Gbit Fibre Channel



16 Bay SATA
U320 SC SI or 2Gbit Fibre Channel

Revision 1.1

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Introduction

This procedure is used to update or reload the SurfRAID Triton raid system's raid controller's boot rom and firmware files directly connected to the RS232 serial connection of the raid system. This procedure is intended for Partners Data Systems qualified technical personal only. If you have any questions or issues with your new storage server please contact our support team by emailing us at support@partnersdata.com or calling 800-550-3005, select option 2 for support. Thank you.

Warning: Updating the raid controller's firmware requires the raid system to be restarted and is disruptive action to the host server. Ensure host server is power off or volumes are un-mounted from host.

Warning: Disruption during the updating of the raid controller's firmware can be damaging to the raid system. Ensure you have backup your data from the raid system and have recorded the raid system's raid configuration.

Note: If the raid system's firmware is older than 1.36 it will be necessary to save the Ethernet configuration screen in the web GUI before update the raid system's firmware. If the raid system web GUI stops working it will be necessary to setup the http and SMTP port setting through the RS232 serial interface. Please see appendix A and B.

Note: It is necessary to update to boot rom file first before update the firmware. Please read carefully the following procedure.

Section I

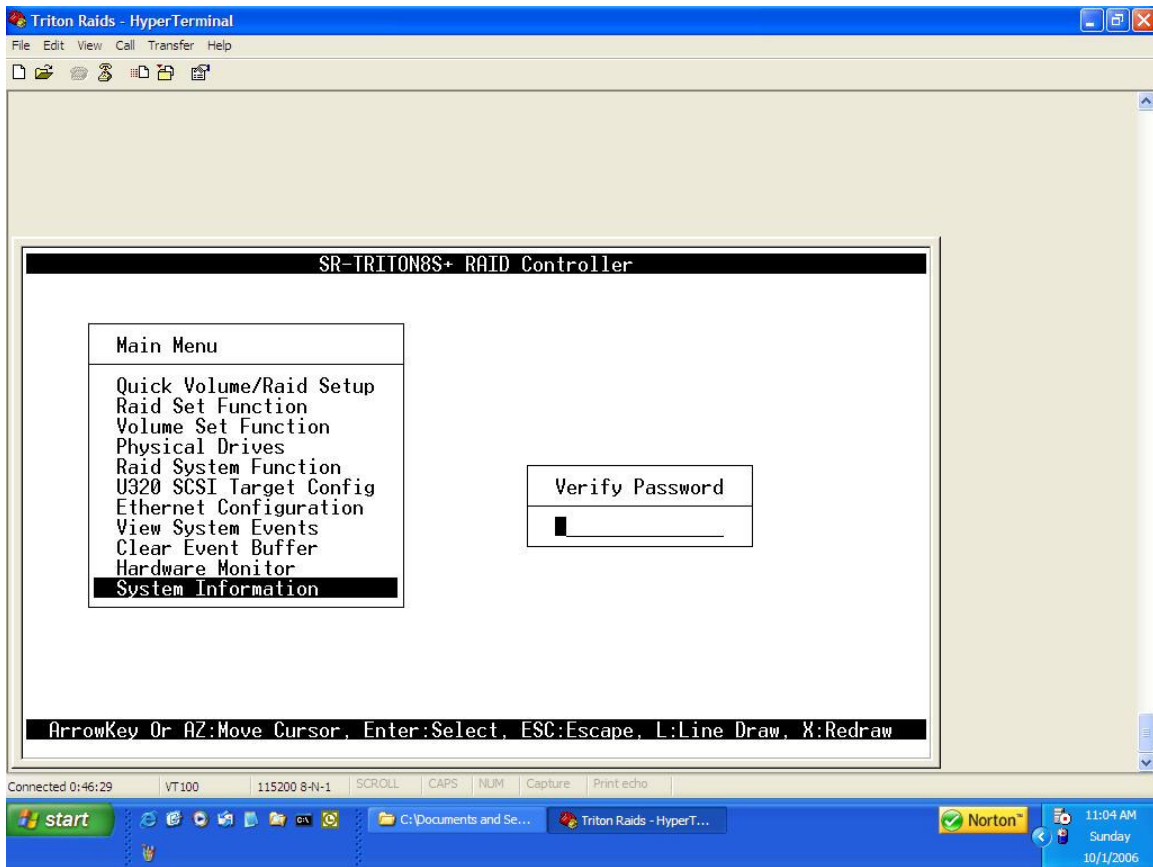
1.1 Download the required firmware and boot rom zip file from Partners Data Systems' website.

- 1.) Download load raid system's firmware file from the following link. Ensure you have selected the firmware file for your specific raid system.
<http://www.partnersdata.com/cgi-bin/support>
- 2.) Unzip download and inspect the contents of the zip file. Review firmware release notes and procedures.

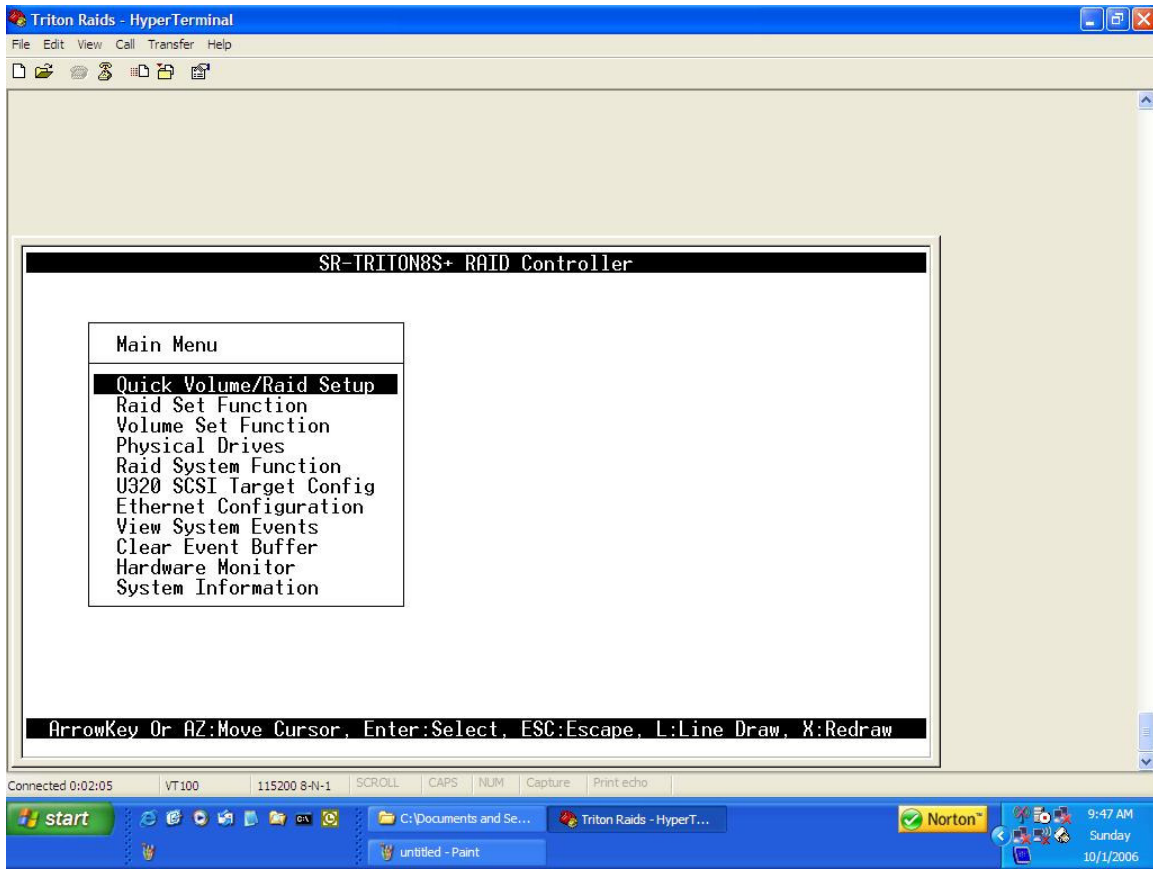
Section II

2.1 Connecting to the raid system's serial connection and management interface.

- 1.) Connect the DB9 null modem RS232 serial cable from your laptop or workstation to the DB9 serial connection on the back of the raid system marked "Monitor".
- 2.) Open HyperTerminal session using the following setting; baud rate = 115200, bits = 8, parity = none, stop bits = 1, flow control = none.
- 3.) Once connection is opened press esc key to break into management interface.
- 4.) "**Verify Password**" screen will appear. Enter password for the raid system (Default = **00000000**) and press the **enter** key.



- 5.) Press esc key to display the main menu if not already displayed.



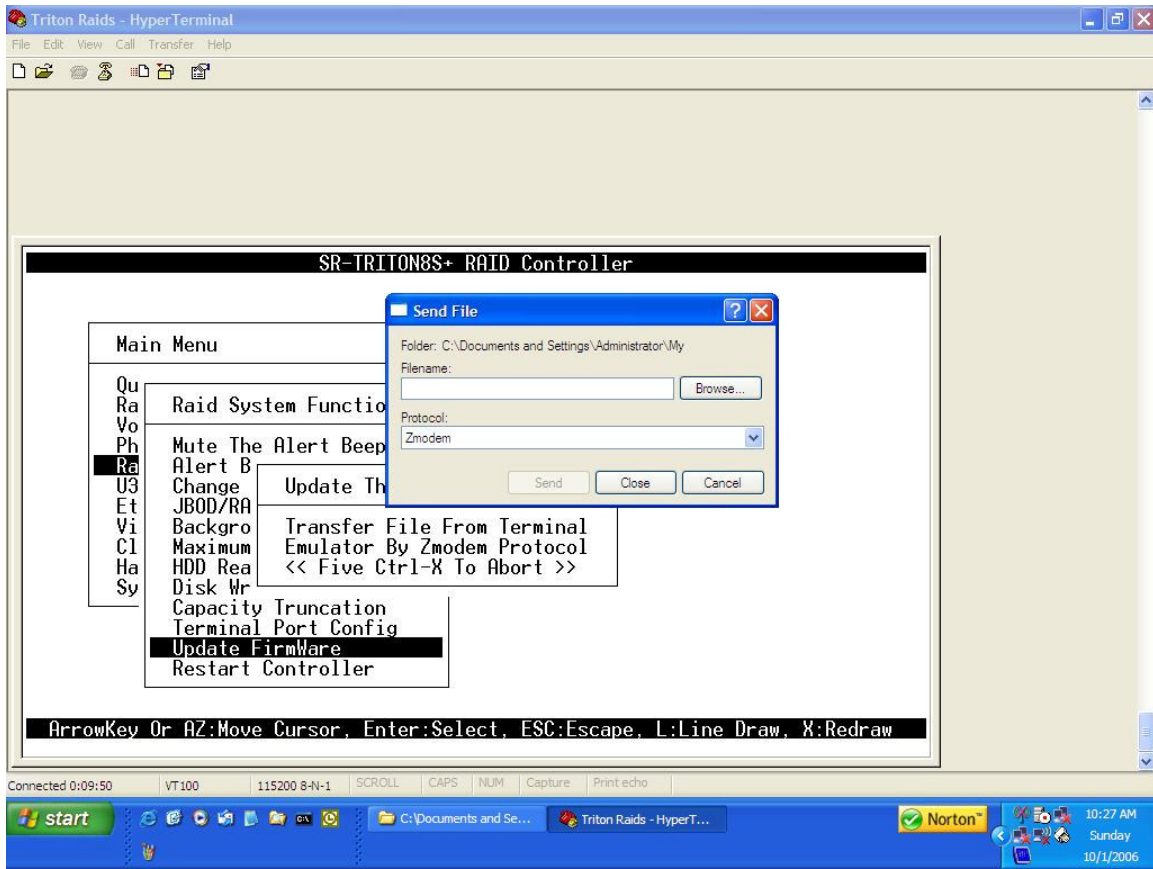
Section III

3.1 Updating raid controller's Boot Rom and Firmware.

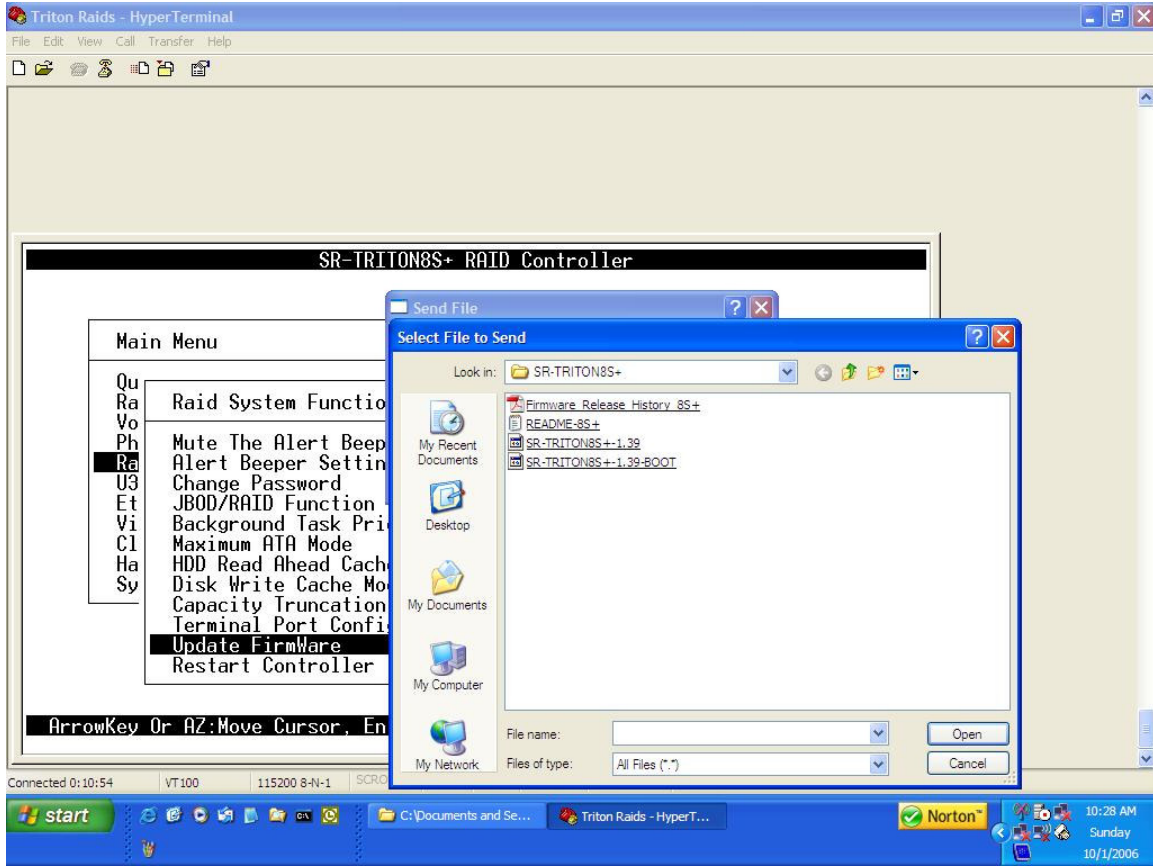
- 1.) Press the *down arrow* key until "Raid System Function" is highlighted, then press the *enter* key.



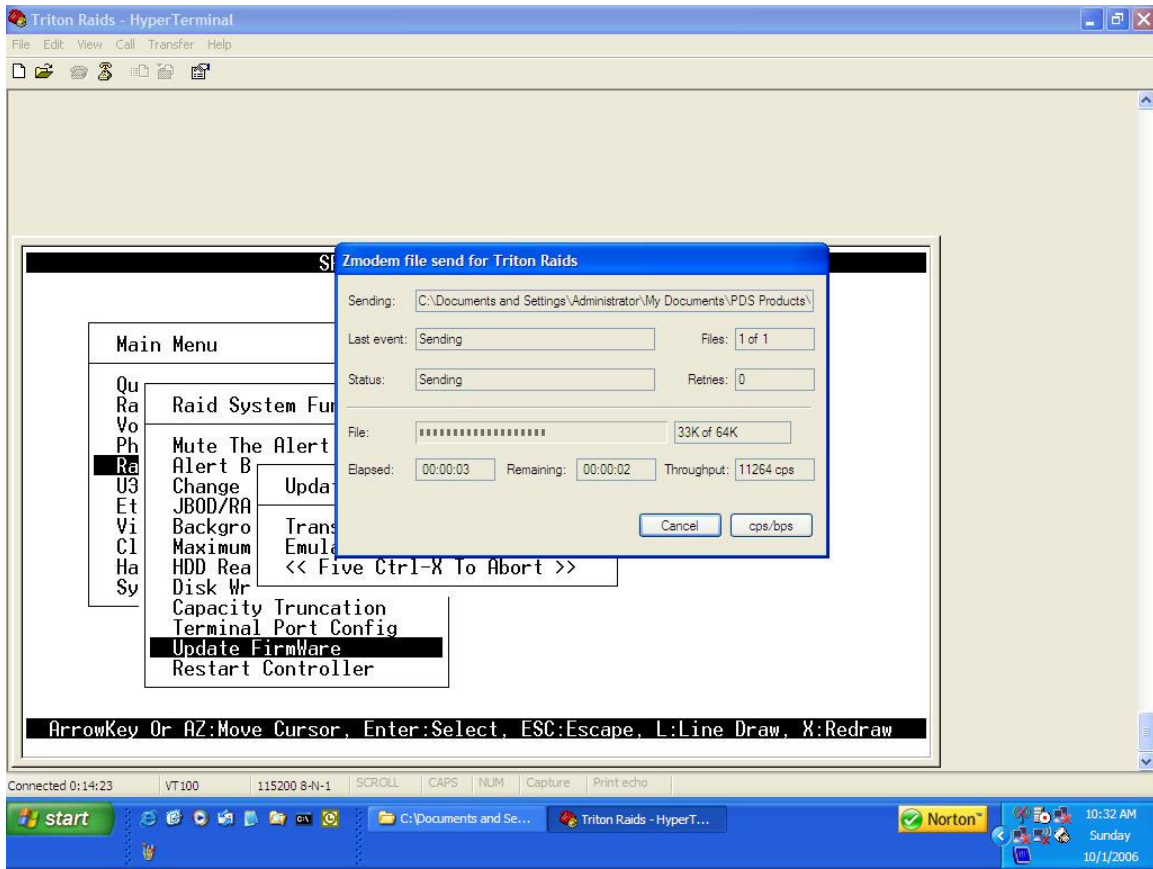
- 2.) At the “**Raid System Function**” menu press the *down arrow* key until the “**Update Firmware**” is highlighted, then press the *enter* key.
- 3.) The “**Ready to update the raid controller firmware**” pop-up will appear. Using your HyperTerminal session window, click on the “**Transfer**” pull down menu and click on “**Send File**”



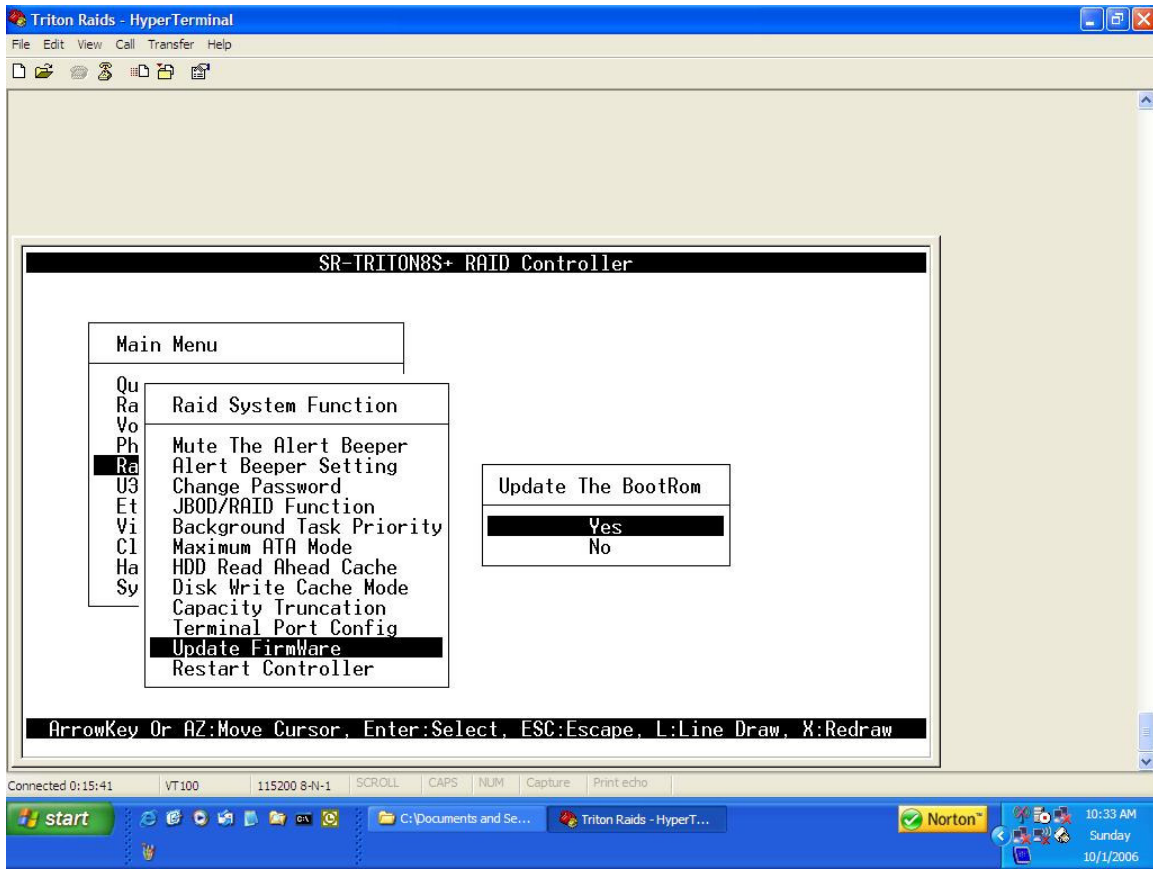
- 4.) Ensure “**Zmodem**” is selected for the protocol. If not, click on *down arrow* button in the “**Send File**” dialog box and click on “**Zmodem**”.
- 5.) Enter *file path and name* or click on the “**Browse**” button and browse to the location the raid controller’s SR-TritonXXX-X.XX-BOOT.bin file. Click on the file name, and then click the “**Open**” button.



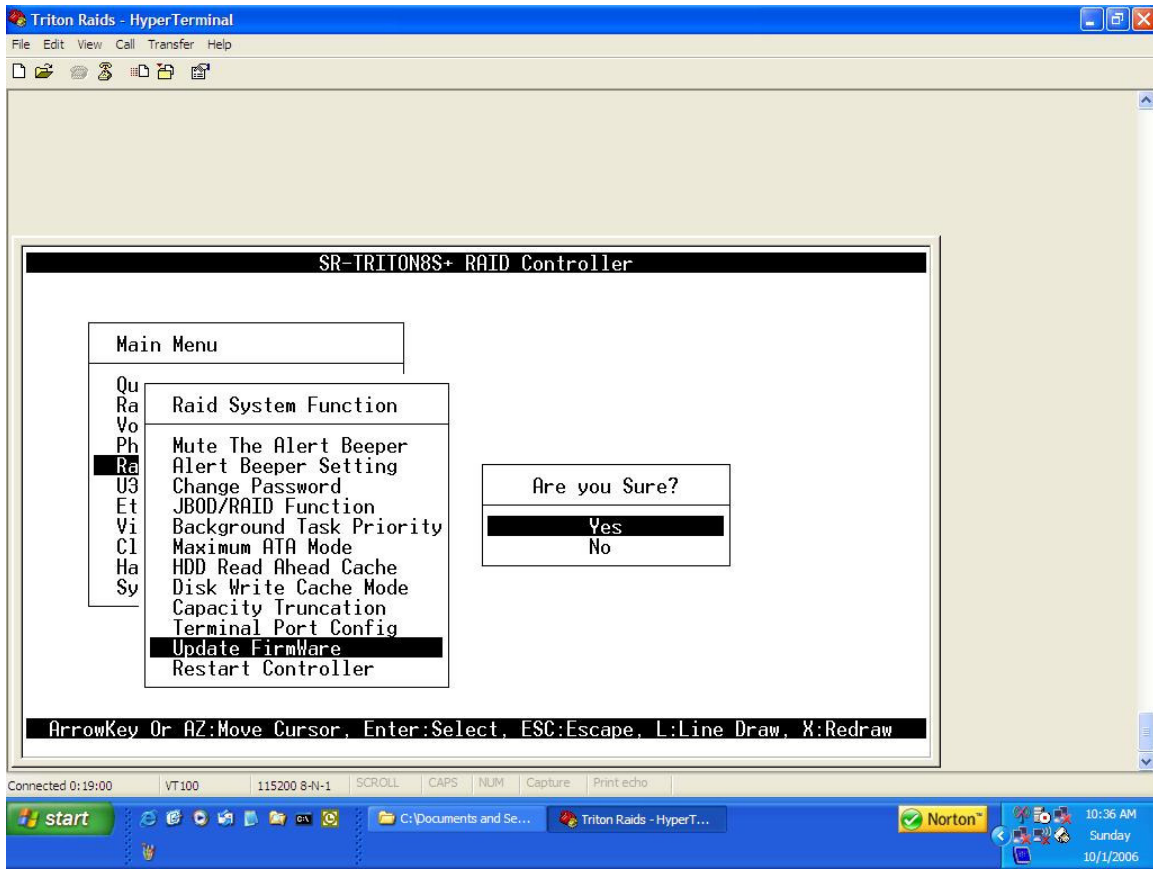
6.) Click on the “Send File” button to start the uploading of the boot.bin file.



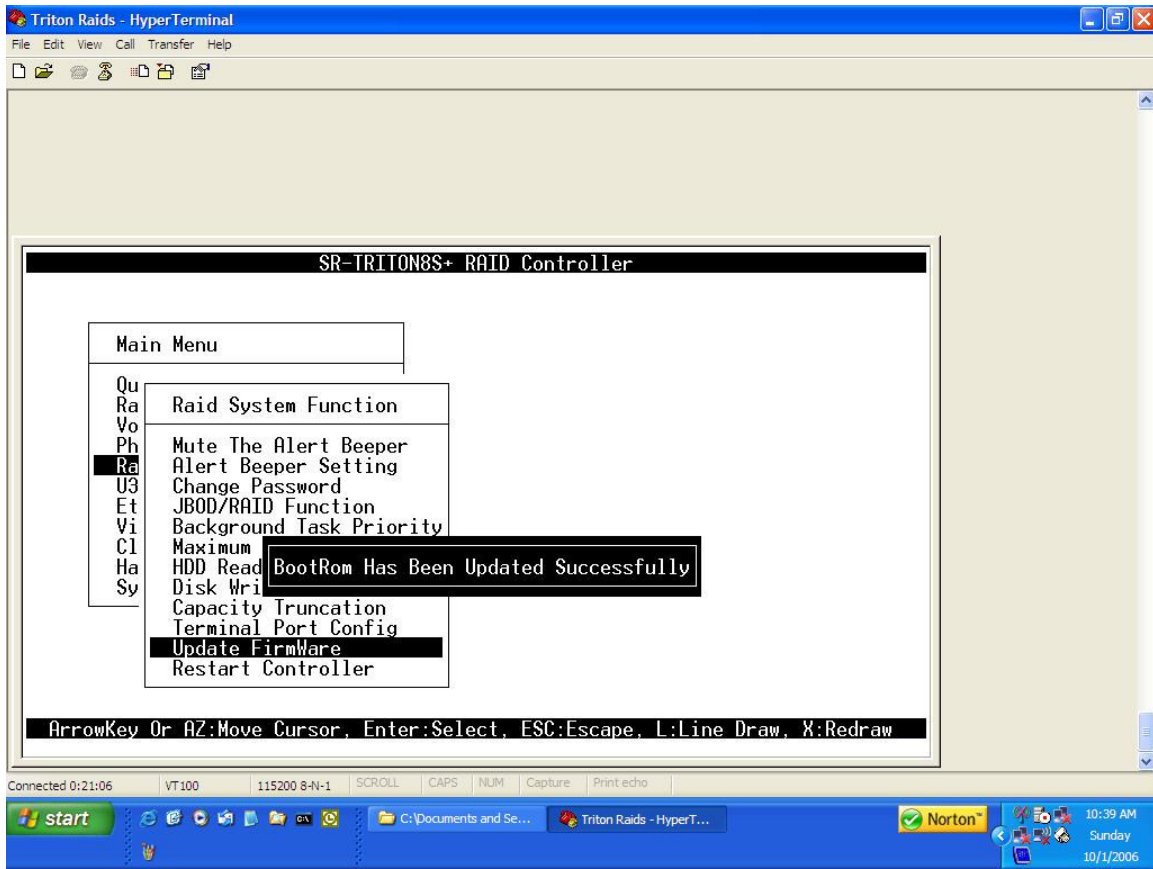
- 7.) The “**Update The BootRom**” message will appear. Press *down arrow* until yes is highlighted, then press the *enter* key.



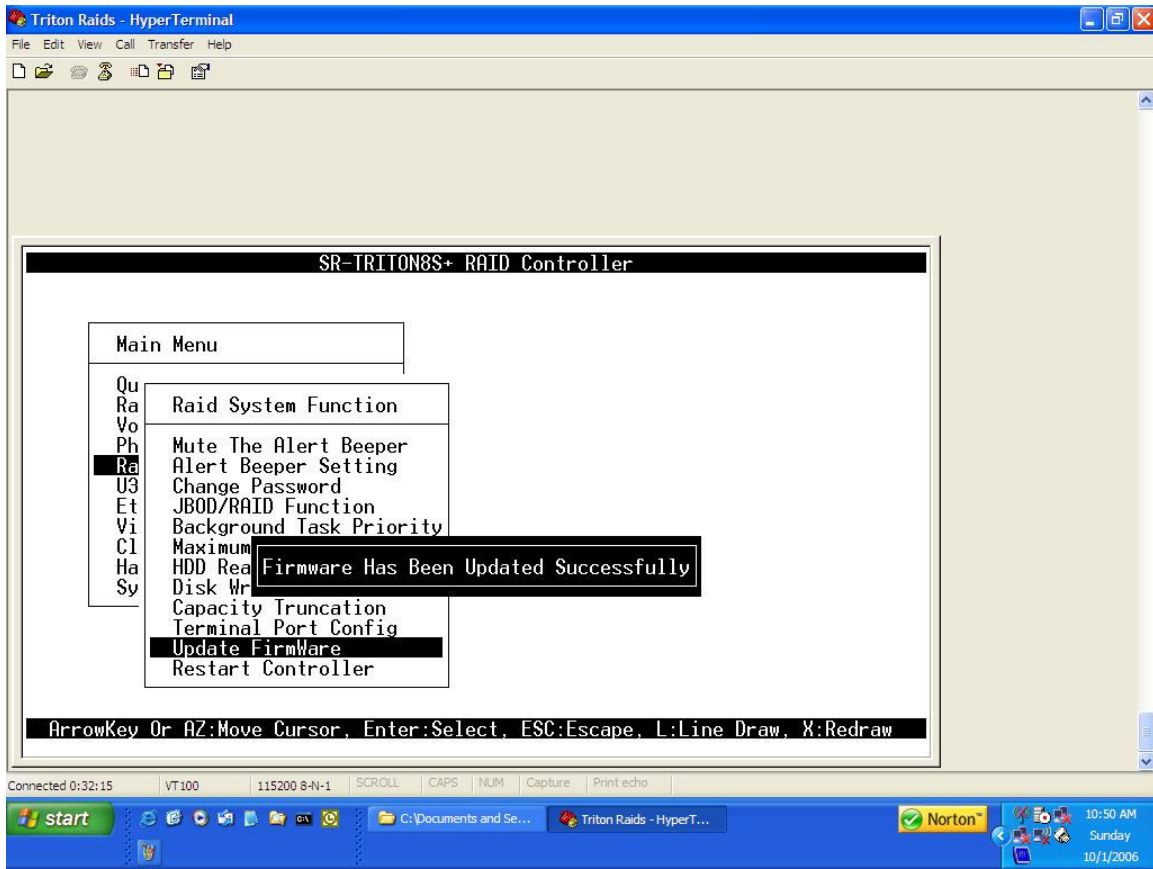
- 8.) The “**Are you sure**” message will appear next, press the *down arrow* key until **yes** is highlighted, then press the **enter** key.



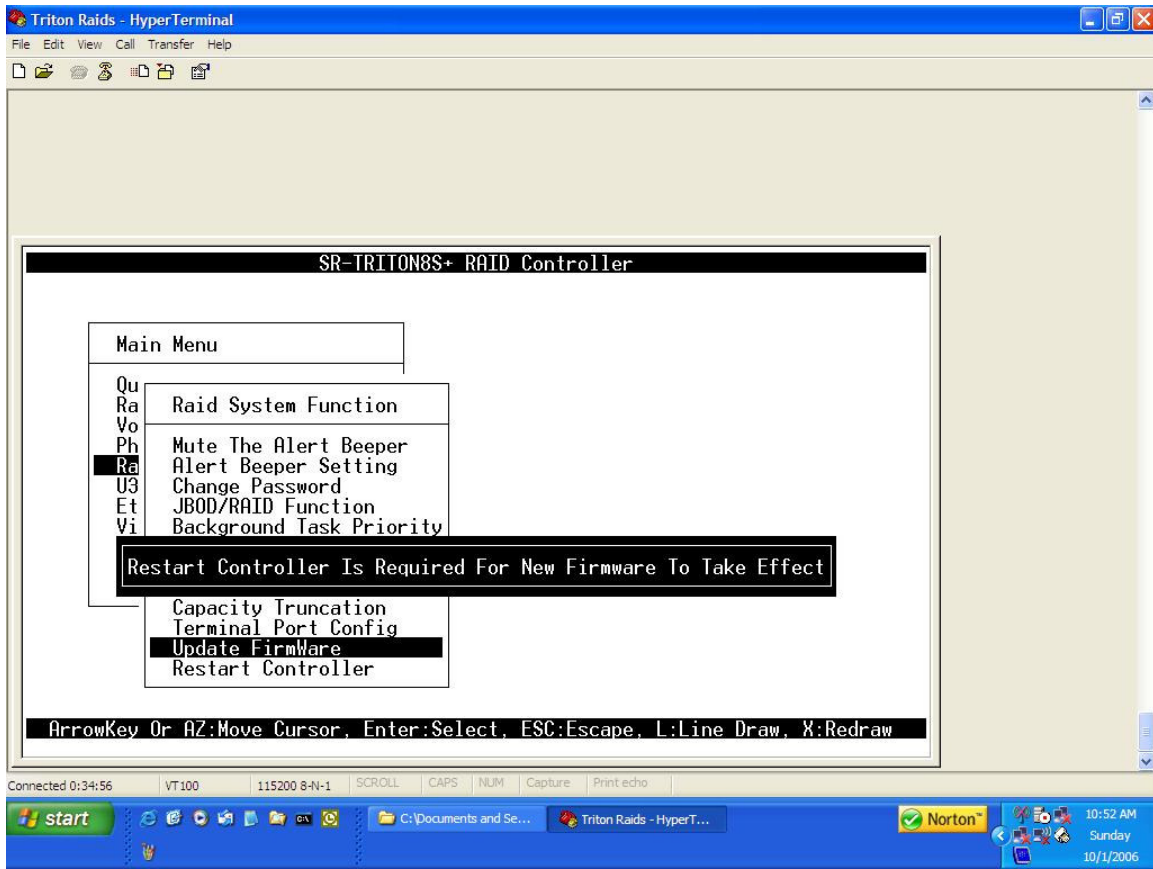
- 9.) Wait (5-10 seconds) until the “**BootRom has been updated successfully**” message appears, then press the *esc* key to clear the message.



- 10.) Repeat steps 2 thru 8 to update the raid system's firmware file, SR-TritonXXX-X.XX.bin file.
- 11.) Wait (10-15 seconds) until the "Firmware has been updated successfully" message appears.



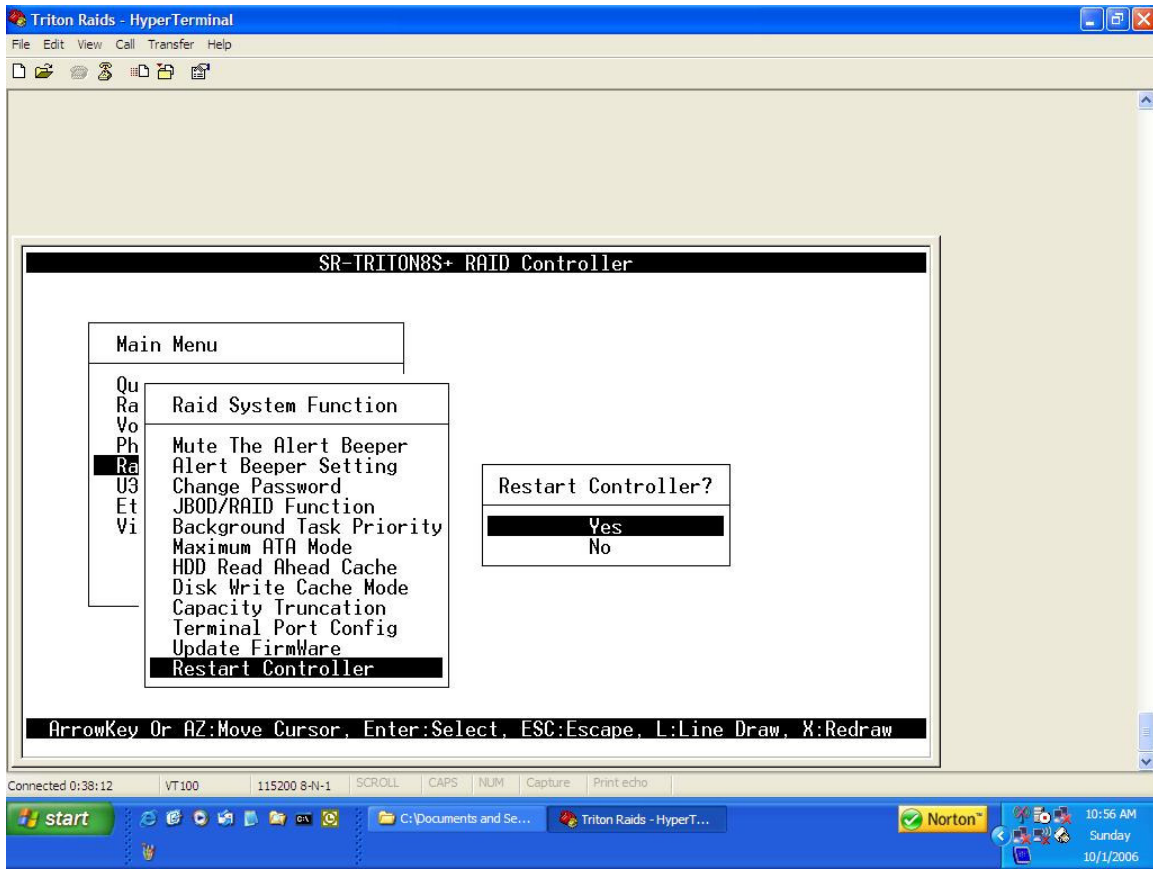
- 12.) Press the *esc* key to clear the message. Next a restart of the raid system will be required to commit and activate the new raid system firmware. Press the *esc* key again to clear the message "**Restart Controller is Required**"



- 13.) Press the **down arrow** key until “Restart Controller” is highlighted, then press the *enter* key.

Warning: Updating the raid controller’s firmware requires the raid system to be restarted and is a disruptive action to the host server.

- 14.) Press the **down arrow** key until *yes* is highlighted, then press the *enter* key.



- 15.) Wait until the raid system finishes its restart and the main menu appears in the hyper-terminal session. Press the *down arrow* until the “**System Information**” is highlighted, then press the *enter* key
- 16.) “**Verify Password**” screen will appear. Enter password for the raid system (Default = *0000000*) and press the *enter* key.
- 17.) Verify the BootRom and Firmware files display correctly to the BootRom and firmware level you have loaded.
- 18.) Press the esc key to return to the main menu. Close your HyperTerminal session.
- 19.) Power on host server or remount volumes. . Procedure complete.

Appendix A

Appendix B