



ISIS® 5000 LSI RAID Controller Update

Avid® is recommending you perform an LSI RAID controller update on all ISIS 5000 Engines. Avid has verified that this update improves compatibility with Hard Disk Drive (HDD) SATA message codes and corrects an issue with certain SATA codes were incorrectly interpreted as disk failures.

This procedure involves running an update script three times. On first execution of the update, the LSI CLI, driver, and intermediate firmware is loaded on the Engine, and requires a restart. After the Windows restart, running the file again applies the final version of the firmware, and restarts Windows again. The third execution of the update file verifies that the update was successful. The following lists the versions before and after this update.

LSI MegaRaid SAS 9260-4i driver:

- Current version: 4.23.0.64
- Updated version: 6.504.4.0

LSI Firmware Package version:

- Current version: 12.7.0-0009
- Intermediate version: 12.12.0-0045
- Updated version: 12.12.0-0124

Pre-Upgrade Requirements

This procedure requires that you restart all ISIS 5000 Engines (including System Director and optional Expansion Engines) during the update. Perform the following before starting the update:

- Stop all client activity
- Stop the ISIS software on the System Director

This can be done by clicking both Stop buttons on the ISIS Launch Pad, or the Stop System Director button on the System Director Control Panel and stopping the Storage Manager service in the Service Manager.

- Make sure your environment has a stable power source with a uninterruptible power supply (UPS)

Stopping the System Director Services

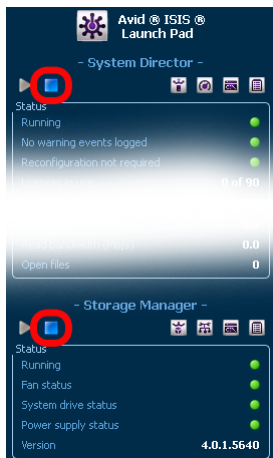
Depending on the ISIS 5000 software version you are running, the process for stopping the System Director services vary. If running ISIS 5000 v4.x and later you can stop the System Director and Storage Manager services by clicking the two blue squares in the ISIS 5000 Launch Pad.



The System Director service and the Storage Manager service are automatically started when Windows is restarted.

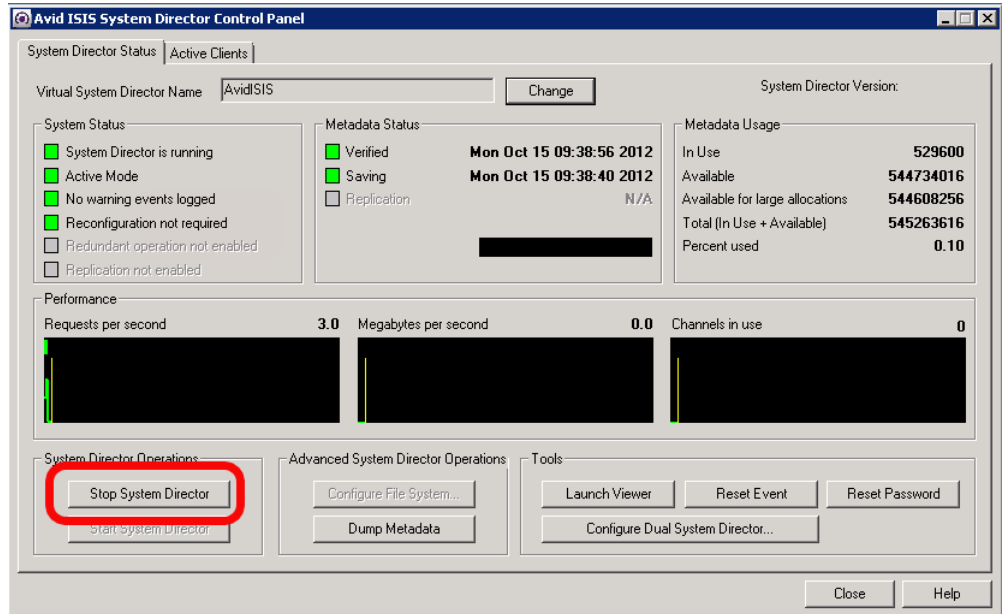
To Stop the System Director and Storage Manager services on ISIS 5000 v4.x and later:

1. Click the two blue squares in the ISIS Launch Pad.

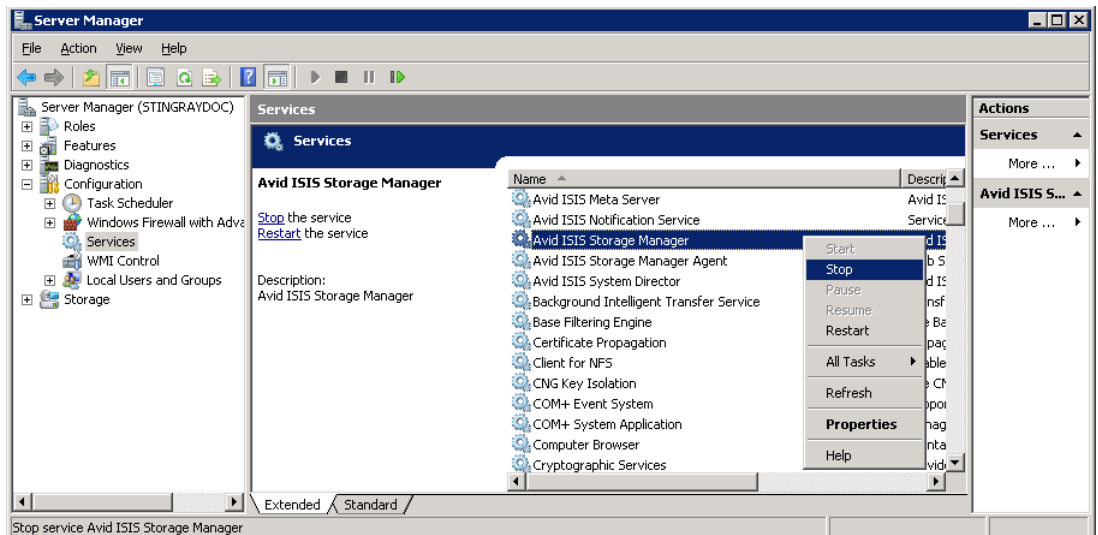


To Stop the System Director and Storage Manager services on ISIS 5000 v3.2 and earlier:

1. Open the System Director Control Panel and click Stop System Director.”



2. Right-click *My Computer* and select *Manage* on the system.
The Server Manager window opens.
3. Expand *Configuration* and select *Services* in the left pane.
4. Right-click *Avid ISIS Storage Manager* in the right pane and select *Stop*.



Upgrade Procedure

To apply the update:

1. Verify the System Director and Storage Manager services are stopped.
2. Copy the update package (LSI_Update.zip file) to your ISIS 5000 System Director and Expansion Engine(s).



If you do not have the update package, it is available on the Avid Download Center (<http://www.avid.com/us/support/downloads>).

3. Navigate to where you copied the update package and extract the files.
4. Open the LSI_Update folder and double-click the “LSI_Update.exe” file in the folder.
5. A command prompt window opens and you are prompted that the system needs to restart to complete the procedure. Press `y` and then and press `Enter` to accept the request.
6. During the update, you receive two “Windows Driver Installation” confirmation dialogs. Click Install when these messages display.

This first pass of the script loads an update to the LSI CLI and the intermediate version. The update takes a couple minutes to complete, when the script has finished, your system restarts.

7. After Windows has restarted, verify again that there is still no client activity with the ISIS system and Stop the System Director service.
8. Open the LSI_Update folder and double-click the “LSI_Update.exe” file in the folder a second time.
9. The command prompt window opens and you are prompted that the system needs to restart to complete the procedure. Press `y` and then and press `Enter` to accept the request.

The second pass of the script loads the updated version. The update takes a couple minutes to complete, when the script has finished, your system restarts.

10. After Windows has restarted, verify again that there is still no client activity with the ISIS system and Stop the System Director service.
11. Open the LSI_Update folder and double-click the “LSI_Update.exe” file in the folder a third time. This final pass of the script verifies the previous upgrade steps were successful.

12. The command prompt window opens and you are prompted that the system needs to restart to complete the procedure. Press `y` and then press `Enter` to accept the request.

On the third time of running the script, your Engine should already be updated and does not need to restart. You should receive the following three PASS notifications:

```
LSI CLI version "8.05.06" detected      PASS
```

```
LSI Driver version "6.504.4.0" detected    PASS
```

```
LSI Firmware version "12.12.0-0124" detected    PASS
```

13. If you do not receive the correct version information listed above, run the script one more time. If the correct version information is still not displayed, contact Avid Advantage Support.
14. Close all open windows on your desktop.
15. If you have ISIS 5000 Expansion Engine(s), this same procedure must be run on all ISIS 5000 Engines. Verify there is no client activity with the ISIS system, Stop the System Director service, and repeat this procedure for each additional Engine in your ISIS configuration.



Do not Start your System Director service until all additional Engines in your ISIS configuration have been completely updated.



This procedure must be performed after reimaging any ISIS 5000 Engine with the Product Recovery image. The recovery image does not include this updated version of the LSI driver. If the LSI update had been performed on the ISIS 5000 Engine, then you reimaged that ISIS 5000 Engine, only one restart is expected. After you run the "LSI_Update.exe" file the second time, the PASS notifications should display.