

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."

irtual System Director Name AvidISIS Change System Director Version: System Director Name Metadata Status In Use 529600 Active Mode No warning events logged No Ct 15 09:38:56 2012 In Use 5244734016 Active Mode N/A Saving Mon Oct 15 09:38:40 2012 Available for large allocations 544608256 No warning events logged Replication N/A Available for large allocations 544608256 Reconfiguration not required Replication N/A Performance Requests per second 0.10 Performance Sustem Director Operations Channels in use 0 0 0 Sustem Director Operations Configure File System Launch Viewer Reset Event Reset Password Stop System Director Dump Metadata Configure Dual System Director Reset Event Reset Password	Avid ISIS System Director Control Pan ystem Director Status Active Clients	el			
System Status Metadata Status System Director is running Verified Mon Oct 15 09:38:56 2012 Active Mode Saving Mon Oct 15 09:38:56 2012 No warning events logged Replication N/A Reconfiguration not required Replication N/A Redundant operation not enabled Performance Requests per second 3.0 Megabytes per second 0.0 Channels in use 0 System Director Configure File System Launch Viewer Reset Event Reset Password Stop System Director Dump Metadata Configure Dual System Director Performance	Virtual System Director Name AvidISIS		Change	System Director V	ersion:
System Director is running Verified Mon Oct 15 09:38:56 2012 In Use 529600 Active Mode Saving Mon Oct 15 09:38:64 2012 Available 544734016 No warning events logged Replication N/A Available for large allocations 544608256 Reconfiguration not required Replication N/A Performance Performance Requests per second 3.0 Megabytes per second 0.0 Channels in use 0 System Director Orifigure File System Director Operations Configure File System Launch Viewer Reset Event Reset Password	System Status	Metadata Status		Metadata Usage	
Active Mode Saving Mon Oct 15 09:38:40 2012 Available 544734016 No warning events logged Replication N/A Available for large allocations 544608256 Reconfiguration not required Replication N/A S45263616 Percent used 0.10 Performance Requests per second 3.0 Megabytes per second 0.0 Channels in use 0 System Director Operations Advanced System Director Operations Configure File System Launch Viewer Reset Event Reset Password Stop System Director Dump Metadata Configure Dual System Director Configure Dual System Director Configure Dual System Director	System Director is running	Verified	Mon Oct 15 09:38:56 2012	In Use	529600
No warning events logged Replication N/A Available for large allocations 544608256 Reconfiguration not required Redundant operation not enabled S44608256 Total (In Use + Available) 545263616 Performance Requests per second 0.0 Channels in use 0.10 Sustem Director Operations Advanced System Director Operations Configure File System Tools Stop System Director Dump Metadata Configure Dual System Director Reset Event. Reset Password	Active Mode	Saving	Mon Oct 15 09:38:40 2012	Available	544734016
Reconfiguration not required Total (In Use + Available) 545263616 Redundant operation not enabled Percent used 0.10 Performance Requests per second 0.0 Channels in use 0 Sustem Director Operations Configure File System Tools Stop System Director Dump Metadata Configure Dual System Director	No warning events logged	Replication	N/A	Available for large allocations	544608256
Redundant operation not enabled Percent used 0.10 Replication not enabled Percent used 0.10 Performance Requests per second 0.0 Requests per second 0.0 Channels in use 0 Sustem Director Operations Advanced System Director Operations Tools Stop System Director Configure File System Launch Viewer Reset Event Reset Password Start System Director Dump Metadata Configure Dual System Director Configure Dual System Director	Reconfiguration not required			Total (In Use + Available)	545263616
Replication not enabled Performance Requests per second 3.0 Megabytes per second 0.0 Channels in use 0 Sustem Director Operations Advanced System Director Operations Tools Stop System Director Configure File System Launch Viewer Reset Event Reset Password Start System Director Dump Metadata Configure Dual System Director Configure Dual System Director	Redundant operation not enabled			Percent used	0.10
Performance Requests per second 3.0 Megabytes per second 0.0 Channels in use 0 Sustem Director Operations Sustem Director Operations Configure File System Dump Metadata Configure Dual System Director	Replication not enabled				
Sustem Director Operations Stop System Director Configure File System Configure File System Configure File System Configure Dual System Director	Requests per second	3.0 Megabytes per	second 0.0	Channels in use	0
	Sustem Director Operations	Advanced System Director Configure File System Dump Metadata	Operations Tools	Reset Event Re	set Password

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 and 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

- 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.

倡

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.

COPYRIGHT © 2012 Avid Technology, Inc. and its licensors. All rights reserved. Avid, Avid logo, and ISIS are registered trademarks of Avid Technology, Inc. in the United States and/or other countries. All other trademarks contained herein are the property of their respective owners.

Avid ISIS 5000 LSI RAID Controller Update • October 2012