About Updating RAID Controller Firmware

Check your RAID controller and refer to the following notes.

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1.When using N8103-189/190/191/192/193/194/195/196/201

If your RAID controller's firmware version is less than 5.61, the RAID controller's firmware will be not updated to the latest firmware version 6.22 by this Starter Pack(ver.S8.10-010.09) .

You need to apply this Starter Pack twice.

When you apply this Starter Pack at first time, the RAID controller's firmware will be updated 5.61. When you apply this Starter Pack at second time, the RAID controller's firmware will be updated 6.22.

2.When using N8103-237/238

When applying the Starter Pack (ver. S8.10-010.09) to the firmware version "03.01.23.072", an issue may arise where if an NVMe drive experiences a failure while the system is operational and undergoes a hot swap replacement, the drive status remains as "Failed" and hot swap rebuilding may not initiate.

Whenever this issue occurs, the following message will be recorded in the IML (Integrated Management Log).

ID: xxxxx [Slot=xx Storage - Drive at Port x| Box x Bay x status changed to Failed]



The following are the temporary workarounds for this issue:

Perform a physical removal and insertion of the NVMe drive.

Ensure a minimum interval of 90 seconds between each NVMe drive removal and insertion. If the issue persists after these actions, restart the system.

The permanent fix is to obtain the firmware update module from the following link and update the firmware to "03.01.30.106".

https://www.58support.nec.co.jp/global/download/088980-G02/index.html

3. When using N8103-239

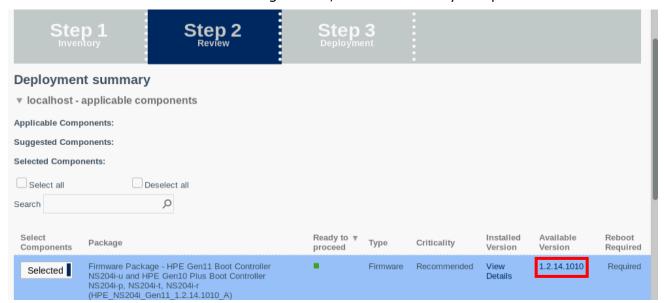
[Note 1]

If your RAID controller's firmware version is less than 1.0.14.1063, the RAID controller's firmware will be not updated to the latest firmware version 1.2.14.1012 by this Starter Pack(ver.S8.10-010.09).

You need to apply this Starter Pack twice.

When you apply this Starter Pack at first time, the RAID controller's firmware will be updated 1.0.14.1063. When you apply this Starter Pack at second time, the RAID controller's firmware will be updated 1.2.14.1012.

[Note 2] When applying this Starter Pack(ver.S8.10-010.09), the firmware version will be displayed as 1.2.14.1010 as shown in the image below, but it will actually be updated to 1.2.14.1012.



4. When using N8103-240

After applying the Starter Pack (ver. S8.10-010.09), you might encounter an error screen similar to the following. However, if the firmware version shows as "52.24-4948" after the reboot, there is no issue. If the firmware version is not updated to "52.24-4948", please proceed with the following steps. Apply the Starter Pack (ver. S8.10-010.09) again.

