

# 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: xxxxxx [Slot=xx Storage – Drive at Port x| Box x Bay x status changed to Failed]

検索						
セキュリティダッシュボード セッションリスト ILOイベントログ <u>インテグレートドマネジメントログ</u> セキュリティログ Active Health Systemログ 診断						
検索						
↓ID 深刻度 クラス 説明 最終アップデート 回数 カテゴリ						
80732	▲	Drive Array	Slot=12 Storage - Volume 2 status changed to degraded	11/25/2024 23:16:49	1	Hardware
80731	◆	Drive Array	Slot=12 Storage - Drive at Port 21 Box 1 Bay 8 status changed to Failed	11/25/2024 23:16:49	1	Hardware

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.

The screenshot shows the 'Deployment summary' page in Step 2 (Review). It lists applicable components for 'localhost'. The 'Selected Components' section shows a table with the following data:

Select Components	Package	Ready to proceed	Type	Criticality	Installed Version	Available Version	Reboot Required
<input checked="" type="checkbox"/>	Firmware Package - HPE Gen11 Boot Controller NS204i-u and HPE Gen10 Plus Boot Controller NS204i-p, NS204i-t, NS204i-r (HPE_NS204i_Gen11_1.2.14.1010_A)	<input checked="" type="checkbox"/>	Firmware	Recommended	View Details	1.2.14.1010	Required

### 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.

The screenshot shows the 'Deployment' page in Step 3 (Deployment). It displays a deployment error for the component 'HPE\_MR416i-a\_Gen10P\_52.24.3-4948\_A'. The error message is 'Update returned an error.' and a 'View log' button is available.

Component	Package	Deployment status	Log
HPE_MR416i-a_Gen10P_52.24.3-4948_A	Firmware Package - HPE MR416i-a Gen10 Plus Tri Mode Controller	Update returned an error.	<a href="#">View log</a>