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# **N8190-163/164/171/172 Fibre Channel Controller Precautions when applying Firmware/Driver (WS2019/2022)**

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If the total number of CPU threads is less than 8 on a server with N8190-63/164/171/172 in WS2019/2022 environment, the Fibre Channel controller may not work properly. Please downgrade Firmware to "14.0.499.29" and Driver to "14.0.534.0" after "2-1-3-1. New installation" or "2-1-3-2. Update installation" in the procedure of installing Starter Pack.

[How to confirm the Firmware version]

Confirm the firmware version by either of the following procedures:

## **<System Utilities>**

- 1) Startup System Utilities by pressing the F9 key during POST.
- 2) Select System Configuration.
- 3) Select System Configuration N8190-163/164/171/172 Fibre Channel Controller.  
Following is the list of the Part Number and the name of Fibre Channel Controller.  
N8190-163/164: SN1200E  
N8190-171/172: SN1600E
- 4) Select Display Adapter Info.
- 5) Check the Firmware version.

## **< iLO web interface >**

- 1) Connect to the target Server via iLO web interface and log in.
- 2) Select [Firmware & OS Software] -> [Installed Firmware].
- 3) Confirm the [Firmware Name] and [Firmware Version] of the N8190-163/164/171/172 Fibre Channel Controller.  
Following is the list of the Part Number and the name of Fibre Channel Controller.  
N8190-163/164: SN1200E  
N8190-171/172: SN1600E

#### [Firmware downgrade procedure]

- 1) Make sure that [TPM Visibility] setting is [Hidden] when Trusted Platform Module (TPM) is installed in the server. For more information about [TPM Visibility] setting, refer to the "Maintenance Guide" of the server.
- 2) The firmware image file of "14.0.499.29" is in the directory "/fc/14049929/" of Starter Pack Version S8.10-010.11. Copy this firmware image file (fwpkg format) to the management computer.
- 3) From the management computer, access the web administration screen of iLO5 on the server.

Start your web browser and access the following URL.

[https://<iLO5's IP address or host name>Select \[Firmware & OS Software\] -> \[Installed Firmware\].](https://<iLO5's IP address or host name>Select [Firmware & OS Software] -> [Installed Firmware].)

- 4) Select "Firmware & OS Software" from the menu in the left pane of the iLO5 screen window, select the "Firmware" tab in the center of the window, and then select "Upload to iLO Repository" on the right side of the window.
- 5) [Upload to iLO Repository] will be displayed.
- 6) The message "Upload to iLO Repository" will pop up. Then, select [OK].
- 7) "Firmware Upload" will appear at the top of the window.

The message "Uploading Firmware Image, Please wait" is displayed and the progress bar moves forward.

After Completion, the message "Completed" will be displayed.

**Caution: This message means the upload is complete, not the update.**

- 8) Select "Firmware & OS Software" from the menu in the left pane of the iLO5 screen window, and then select the "Installation Queue" tab in the center of the window. If the task has already been registered, it will be registered after the previously registered task.

9) Select "Firmware & OS Software" from the menu in the left pane of the iLO5 screen window, and then select the "iLO Repository" tab in the center of the window. Confirm that the uploaded file has been added to the iLO Repository, and click the [Box icon] under the File Version column. On the expanded [Install Component] screen, click [Yes, install now].

**Caution: Click "Name" of the contents added to "iLO Repository" to see the file name. If there is a task that has already been registered in step 8, the added file will be displayed in "Pending" status.**

10) [Firmware Update] will appear at the top of the window.

The message "Flashing Firmware Image, Please wait" will be displayed and the progress bar will advance. After completion, the message "Completed" will be displayed.

11) Restore [TPM Visibility] setting, if changed this setting in Step 1.

12) Restart the server.

After the reboot, you will see that the firmware version has been "14.0.499.29".

[How to confirm the driver version]

- 1) Boot the system and sign in it using administrator.
- 2) Run Explorer and open the following folder.

%SYSTEMROOT%\System32\drivers

\*Note\*

SYSTEMROOT's default is C:\WINDOWS

- 3) Right click and choose the properties of "%SYSTEMROOT%\System32\drivers\elxhc.sys".
- 4) Click [Details] tab and confirm the [File version].

If the File version is 14.4.313.0, you need to downgrade driver.

[driver downgrade procedure]

- 1) Run the following file on the Starter Pack Version S8.10-010.11 to install the driver.

<WS2019>

%software%\010\drivers\fc1\_driver\ws2019\cp054530.exe

<WS2022>

%software%\010\drivers\fc1\_driver\ws2022\cp054531.exe

- 2) After installing driver, restart the server.