

Compaq StorageWorks

RAID ARRAY 3000 FIRMWARE COMPATIBILITY NOTICE

Requirement for Upgrading HSZ22 RAID Controller Firmware

The RAID Array 3000 (RA3000), using the HSZ22 RAID controller, requires firmware revision **d11x** or later.

IMPORTANT: Make sure the firmware used in the HSZ22 RAID controller is d11x or later. *Do not* proceed with the RA3000 installation until the firmware revision d11x is installed.

If the HSZ22 RAID controller has a previous d11 version installed and/or the firmware located on the CD (contained in the solution kit) is an earlier firmware version, firmware revision d11x or later must be obtained. Retrieve this updated version from the website identified in the "Downloading the Software" section later in this document. The firmware provided at the specified URL is the latest version available. Install the firmware in the HSZ22 RAID controller *before* proceeding with the RA3000 installation.

NOTE: Firmware d11x incorporates all changes from previous d11 firmware versions.

Restrictions

The following restrictions apply to firmware revision d11x:

- For Tru64 UNIX, StorageWorks Command Console (SWCC) Version 2.2 is required.



CAUTION: Failure to use SWCC V2.2 with firmware version d11x results in an installation failure of the SWCC UNIX Agent.

- In dual-redundant controller configurations, both HSZ22 controllers are required to run the same firmware revision.

Firmware Version d11x Features

Features of the d11x firmware version include:

- Adds support for disk drives that return an odd number of error correction code (ECC) bytes during a scan that were previously not recognized by the controller—initially supported by firmware revision d11w.
- Addresses the potential for:
 - An SWCC Restore Configuration error, when attempting to restore a saved configuration using SWCC.
 - A read miscompare, when performing large sustained transfer sizes over a relatively small range of blocks.
 - A surviving HSZ22 controller (powered up in survivor mode) to stop performing input/output, when a sustained mixture of large reads and writes consistently fills the controllers cache with write data.

Open Card Completely Before Beginning Installation Procedures

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Compaq Computer Corporation

Determining HSZ22 RAID Controller Firmware Revision Level

Complete the following procedure to verify the firmware revision level.

1. Launch the Command Console Client by either:
 - Using the Command Console V2.x program group and double click on the HSZ22 Storage Window applet icon, or
 - Using the SWCC Start Menu and double click on the HSZ22 Storage Window name.
2. In the Choice Dialog box, select a connection method.
3. In the Storage Window, either double click on the controller icon or right click on the icon select properties.
4. On the Controller Properties page, select the general tab.
5. If the firmware revision level is d11x or later, no further action is required.
6. If the firmware revision level is not d11x or later, either you or a Compaq approved service provider must install the firmware upgrade.

Installing the Firmware

If you have a RAID Array 3000 service contract, contact a Compaq authorized service provider to obtain the firmware (see the “Contacting Compaq Authorized Resellers or Authorized Service Providers” section).

To install the firmware, download the software and follow the instructions (see the “Downloading the Software” section).

Downloading the Software

The firmware upgrade is available at:

<http://www.compaq.com/products/storageworks/raidstorage/RA3000firmware.html>

This web page contains instructions for installing the firmware and d11x firmware in ZIP file format.

IMPORTANT: Make sure the firmware used in the HSZ22 RAID controller is d11x or later. *Do not* proceed with the RA3000 installation until the firmware revision d11x is installed.

NOTE: Firmware revision d11x incorporates all changes from previous d11 firmware versions.

Contacting Compaq Authorized Resellers or Authorized Service Providers

Information in the RA3000 Service Contract specifies how to contact your Compaq authorized reseller or service provider.

For Compaq technical support in the United States and Canada, call 1-800-OKCOMPAQ (1-800-652-6672).

Locate the nearest Compaq authorized reseller or service provider by calling one of the following numbers:

Argentina	54-1-796-1616
Asia	(65) 75044371
Australia	008 812 800
Austria	0222 878 16-16
Belgium	02-716-95-11
Brazil	55-11-246-7866
Canada	10800-263-5868
Central America/Caribbean	1-713-374-4420
Chile	56-2-274-1911
Colombia	57-1-312-0145
Denmark	45 90 45 45
Eastern Europe	089/99 33-0
Rest of Europe/Middle East/Africa	089/99 33-27 66
Finland	90 435 77373
France	(1) 69 86 72 72
Germany	0180/521 21 11
Hong Kong	852 867 1671
Italy	02 167 825 012
Japan	01-2010-1589
Mexico	52-5-229-7900
Netherlands	0 1820-65805
New Zealand	649 307 3969
Norway	22 65 6500
Puerto Rico	1-809-765-4360
Spain	91 640 1500
Sweden	46 08 703 5200
Switzerland	#1 / 838 22 22
United Kingdom	081 332 3888
United States	1-800-345-1518
Venezuela	58-2-953-6861