

## Firmware Update : Instructions

Engineers, Technicians, or System Administrators can update the RAID Subsystem firmware through the RS-232 serial port.

### **To update the firmware you will need:**

- A host computer with a terminal emulator program such as HyperTerminal in Windows.
- Firmware files from our specified download section on our website.
- A serial cable with a DB-9 connector (If you are using a standard RS-232 cable, one of the connectors should be crossed pins as below – the pins we use are 2, 3 & 5):

```
1 2 3 4 5 6 7 8 9
   X  I
1 2 3 4 5 6 7 8 9
```

### **Procedure using the RS-232 serial port**

1. Attach a serial cable from the RS-232 port on the back of the RAID Array to an open serial port on the host computer.
2. Boot the host computer connected to the RAID Array.
3. Load a terminal program such as HyperTerminal in Windows
4. Setup the HyperTerminal on COM1 or Com2
5. Default settings are 115200 Bits per second, Data Bits 8, Stop Bit 1, Parity none, and Flow Control none.
6. Select "*Properties*" and then "VT100" on "*setting*" dialog box.
7. Power on RAID Array if it is off
8. Press "*Ctrl + D*" keys to link/refresh RAID Array and Terminal together. Monitor Utility screen will be displayed when connected.
9. Press "*Tab*" to change to Menu screen, and then press enter. When prompted enter password (default password is "0000").
10. In the list of options choose "*Update ROM*" and press "*Enter*"
11. Press "*Y*" to confirm the update, and press "*Y*" a second time to reconfirm.
12. On the terminal program, choose "*Transfer*", "*Send TextFile*" and press "*Enter*"
13. Locate new Firmware file on your PC, then press "*Enter*".
14. Display will show "*begin firmware file transfer now*". Then "*New firmware transfer complete.*"
15. Type "*Go*" to update firmware. (Case Sensitive)
16. Type "*Go*" to reconfirm and the firmware will begin to be reprogrammed. (Case Sensitive)
17. After verifying, the Disk Array will restart automatically with new firmware activated.

- \* Please be sure to backup you date before executing a new Firmware download.**
- \* All activites to the Array should be stopped before updating firmware.**
- \* Do not interrupt the flash process. If the process is interrupted, the**
- \* Array may become Inoperable and will have to be returned to your supplier for repair.**
- \* Do not turn off the Array until all the processes have been done.**