

RAID–Controller Firmware and RAID BIOS on IBM Servers Upgrade or Downgrade Procedure

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Introduction

The Cisco Platform Configuration disc, which installs Windows Server 2003 for Cisco Unity Connection, also installs a device driver for the RAID–controller installed in the server. The device driver on the Cisco Platform Configuration disc is only compatible with selected versions of RAID–controller firmware and RAID BIOS on IBM RAID controllers. If you try to use the Cisco Platform Configuration disc to install Windows Server 2003 on an IBM server that contains an incompatible version of RAID–controller firmware or RAID BIOS, this message appears:

```
The ServeRAID firmware and BIOS installed on your system must
be upgraded or downgraded to be compatible with the RAID drivers on
the Cisco Platform Configuration disc. For information on upgrading or
downgrading, refer to the Cisco Technical Note Upgrading or Downgrading
ServeRAID Firmware and BIOS on IBM Servers on Cisco.com.
```

Complete the procedures in this document to upgrade or downgrade the RAID firmware and RAID BIOS to versions compatible with the RAID controller device driver that is installed by the Cisco Platform Configuration disc.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on these software and hardware versions:

- Cisco Platform Configuration disc version 1.0.0.11.

- An IBM-branded server or a Cisco-branded server manufactured by IBM that appears on the Cisco Unity Connection Supported Platforms List.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Upgrade or Downgrade the RAID–Controller Firmware and RAID BIOS

Complete the applicable procedure in order to create the diskette(s) required to upgrade or downgrade RAID–controller firmware and RAID BIOS:

- Create Four Diskettes that Contain Compatible RAID–Controller Firmware and RAID BIOS (Platform Configuration Discs Revision 2.2.0.4 and Later)
- Create a Diskette that Contains Compatible RAID–Controller Firmware and RAID BIOS (Windows Server 2003 Platform Configuration Discs Revision 2.2.0.2 and Earlier)

Then, complete the last procedure Upgrade or Downgrade the RAID–Controller Firmware and RAID BIOS on the Cisco Unity Connection Server in order to upgrade or downgrade the RAID–controller firmware and RAID BIOS to versions compatible with the RAID driver on the Cisco Platform Configuration disc.

Create Four Diskettes that Contain Compatible RAID–Controller Firmware and RAID BIOS (Platform Configuration Discs Revision 2.2.0.4 and Later)

Complete these steps:

1. Get four blank 3–1/2" 1.44 MB diskettes.
2. Log on to a computer that has both a DVD drive and a 3–1/2" diskette drive.
3. Insert Cisco Platform Configuration disc 2 or disc 4 in the DVD drive.

The RAID–controller firmware and RAID BIOS is the same on both discs.

4. Browse to the RAID_FIRMWARE directory.
5. Open a command–prompt window.
6. Insert the first diskette in the diskette drive.
7. Run **DSK4W32.exe** four times, once for each of the four **.img** files in the RAID_FIRMWARE directory. For example, for the IBM_FW_1_AACRAID_5.1.0.9247_ANYOS_NOARCH.IMG file, run this command, where **A:** is the floppy disk drive on the local system:

```
dsk3w32.exe IBM_FW_1_AACRAID_5.1.0.9247_ANYOS_NOARCH.IMG A:
```
8. When the process completes, remove the diskette from the diskette drive.
9. Repeat Step 6 through Step 8 for the other three diskettes and **.img** files in the RAID_FIRMWARE directory.
10. Close the command–prompt window.

Create a Diskette that Contains Compatible RAID–Controller Firmware and RAID BIOS (Windows Server 2003 Platform Configuration Discs Revision 2.2.0.2 and Earlier)

Complete these steps:

1. Get a blank 3–1/2" 1.44 MB diskette.
2. Log on to a computer that has both a DVD drive and a 3–1/2" diskette drive.
3. Insert Cisco Platform Configuration disc 2 or disc 4 in the DVD drive.

The RAID–controller firmware and RAID BIOS is the same on both discs.

4. Browse to the **RAID_FIRMWARE** directory.
5. Run **39Y4858.exe**.
6. Enter the drive letter of the diskette drive and press **Enter** in the OS2.exe window.
7. Press **Enter** repeatedly to page through the license agreement.
8. Press **Y** to agree to the license agreement and press **Enter**.
9. Insert the 3–1/2" diskette in the diskette drive and press **Enter**.
10. When the process completes, remove the diskette from the diskette drive.
11. Press **Esc** to close the OS2.exe window.

Upgrade or Downgrade the RAID–Controller Firmware and RAID BIOS on the Cisco Unity Connection Server

Complete these steps:

1. If you created diskettes from PCD 2.2.0.4 or later with the Create Four Diskettes that Contain Compatible RAID–Controller Firmware and RAID BIOS (Platform Configuration Discs Revision 2.2.0.4 and Later) procedure, insert the first diskette into the diskette drive on the Cisco Unity Connection server.

If you created a diskette from PCD 2.2.0.2 with the Create a Diskette that Contains Compatible RAID–Controller Firmware and RAID BIOS (Platform Configuration Discs Revision 2.2.0.2 and Earlier) procedure, insert the diskette into the diskette drive on the Cisco Unity Connection server.

2. Restart the server.
3. If you created diskettes from PCD 2.2.0.4 or later, complete the on–screen prompts in order to complete the upgrade or downgrade. Skip the rest of this procedure.

If you created diskettes from PCD 2.2.0.2, skip to Step 4.

4. If the text at the top of the IBM ROM Update Program page says `No updates required`, press **Ctrl–F**.

This allows the IBM ROM Update Program to downgrade the RAID–controller firmware and RAID BIOS to be compatible with the device driver for the RAID controller.

5. Press **Enter** to upgrade or downgrade the firmware and BIOS.
6. If a message appears about updating the "device drivers and management software to the same level as the microcode, press **Enter** to clear the message. It is not necessary to update device drivers and management software.
7. Press **Enter** to confirm that the RAID–controller firmware and RAID BIOS have been updated.
8. Remove the diskette from the drive.
9. Press **Enter** to restart the server.

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Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

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