

# 7825-I4, 7828-I4 Hard Disk Firmware Update

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A firmware solution for a hard disk drive issue on the MCS 7825-I4, and 7828-I4 models

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## Introduction

The update CD works only on MCS models 7825-I4, and 7828-I4. This is not a generic update CD; it is a special CD that updates the firmware in one known hard drive (specifically, model WD2502ABYS )

## Verify that the Update is Necessary

Verify that the server requires the firmware update.

### Procedure

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- Step 1** Log into the CLI and run the command:  
**utils create report hardware**
- 



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A SystemReport file gets generated. For example:

```
admin:utils create report hardware

*** WARNING ***
This process can take several minutes as the disk array, remote console,
system diagnostics and enviromental systems are probed for their current
values.

Continue (y/n)?y
IBM detected - collecting system information...Done
The hardware report files are:
  4194PBQ_KQWAKYR_20100930-161716.xml.gz
  4194PBQ_KQWAKYR_20100930-161716.txt
  HardwareReportConsoleOutput_20100930041712.txt
To retrieve the hardware report files, use CLI command:
  file get activelog platform/log/<filename>
where: <filename> is the name of the file as listed above.

To retrieve diagnostics use CLI command (using the above for an example):
file get activelog platform/log/SystemReport-4194PBQ_KQWAKYR_20100930-161716.txt
```

- 2 To push the file to an SFTP server, run the CLI command indicated in the report. In the example above, the command is:  
**file get activelog platform/log/SystemReport-4194PBQ\_KQWAKYR\_20100930-161716.txt**
- 3 Open the SystemReport file and check the model and firmware strings. If the model is set to WD2502ABYS AND the firmware version is set to 3B04, the server is impacted by the advisory.

**Caution** If your server is not impacted by the advisory, do not apply this firmware update.

Scroll down to the “Physical drive information” section in the report. It will look something like the following example which shows harddrives with good firmware (version 3B05):

```
Physical drive information
-----+-----+-----+
| SCSI ID           | 2 |
| Device is a      | Hard disk |
| State            | Online (ONL) |
| Size (in MB)     | 238475 |
| Device ID        | ATA |
| ModelNumber      | WD2502ABYS-23B7A |
| FirmwareRevision | 3B05 |
| SerialNo         | WD-WCAT1E870440 |
-----+-----+-----+

| SCSI ID           | 3 |
| Device is a      | Hard disk |
| State            | Online (ONL) |
| Size (in MB)     | 238475 |
| Device ID        | ATA |
| ModelNumber      | WD2502ABYS-23B7A |
| FirmwareRevision | 3B05 |
| SerialNo         | WD-WCAT1E870177 |
-----+-----+-----+
```

## Backup Data

Before updating the harddrive firmware, create a backup using the Cisco DRS facility.

The risk to drive content is managed; however, the possibility exists that this process will fail and you will lose all data that exists on the drive. If that occurs, reinstall and restore from backup.

# Update the Firmware

To update the firmware perform the following steps:

## Procedure

**Step 1** Create a backup of your system using the Cisco Disaster Recovery System(DRS).

**Note** The risk to drive content is managed; however, the possibility exists that this process will fail and you will lose all data that exists on the drive. If that occurs, reinstall and restore from backup.

**Step 2** Download the ISO image (782x-i4-hddf3b05update-v1.0.iso posted on Cisco.com) and burn it onto a CD.

**Step 3** Boot the server from the CD.

**Note** You will need console access.

- a. The harddrives get scanned (see [Drive Scan Screen Shot, page 4](#) ). If the harddrive model(s) match affected versions and an old firmware version exists, the firmware update gets applied.

It takes time for the update to push down the new firmware. During this time limited status gets displayed. Allow at least a minute for this to complete.

- b. The server reboots (see [Final Reboot Screen Shot, page 6](#)).

**Step 4** Confirm any messages.

**Step 5** Confirm that you have ejected the CD

**Caution** Do not interrupt the update process or attempt to eject the CD until the update is complete.

**Step 6** After the update completes, boot your system by using the recovery disc for the installed version of Unified CM, and check the filesystems. (if the filesystem has gone "Read Only" in the past as documented in CSCTi52867 proceed to Step 8)

**Step 7**

**Step 8** If no errors exist, go to Step 9.

If errors exist, reinstall your current version of Unified CM.

**Step 9** a. Restore the configuration from the DRS backup.

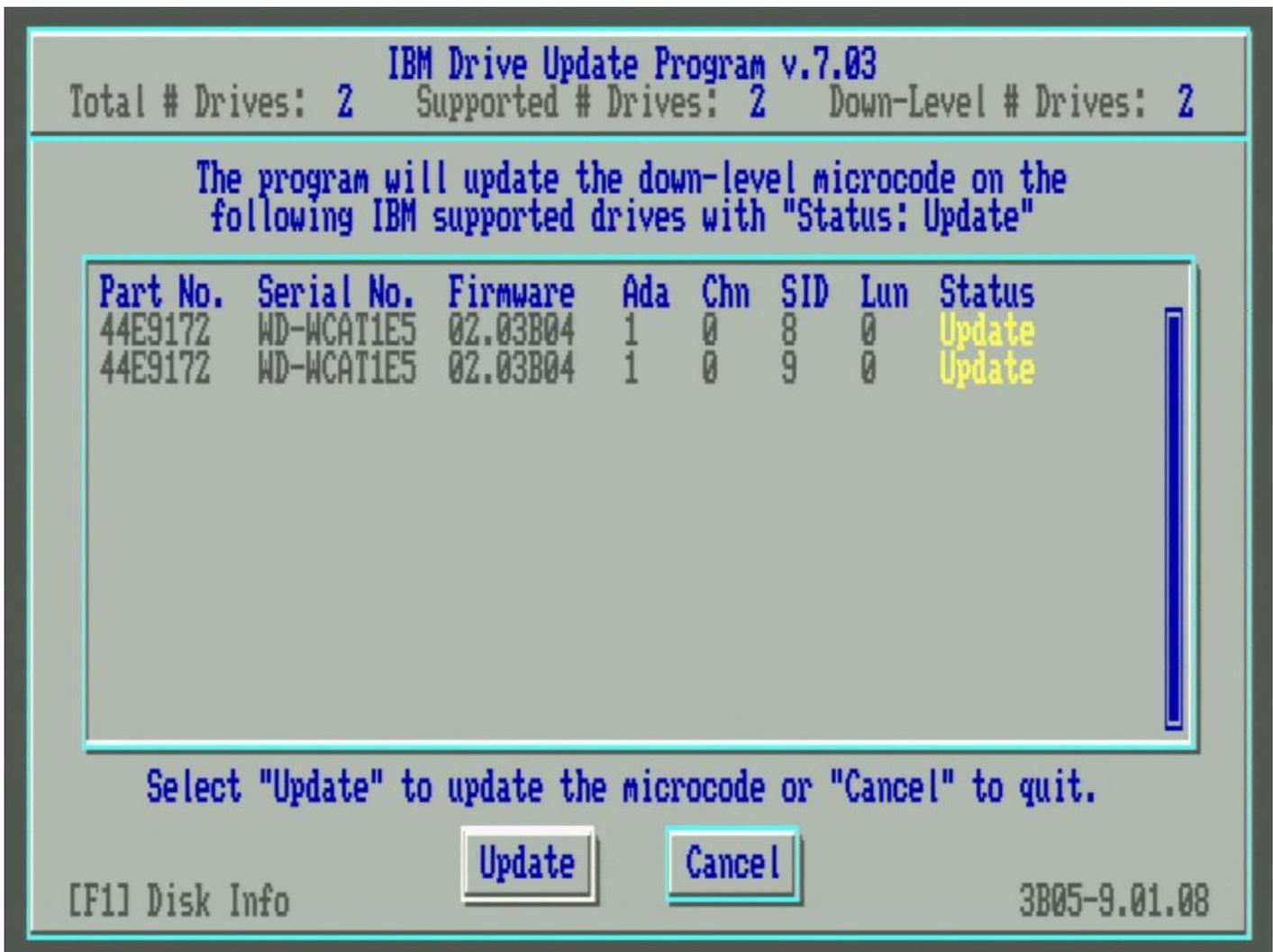
Restart your system.

# Screen Shots

The following screen shots help you track the progress of the update.

## Boot from CD Screen Shot / Drive Scan Screen Shot

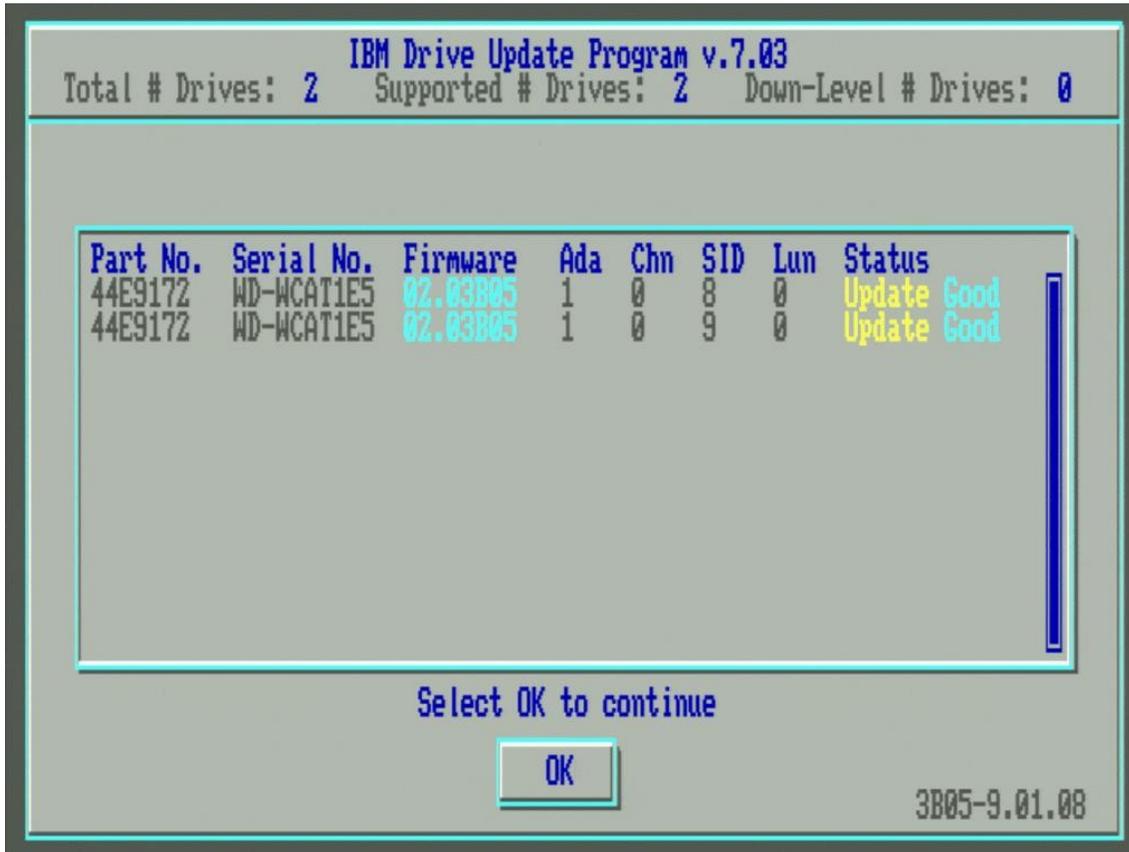
Now the server gets scanned for the two harddrive models and bad firmware version. If they are found select "Update" and the firmware update will be pushed to the drives.



**Note** It takes time for the update to push down the new firmware. During that time limited status gets displayed to the user. Be patient. Allow at least a minute for this to complete.

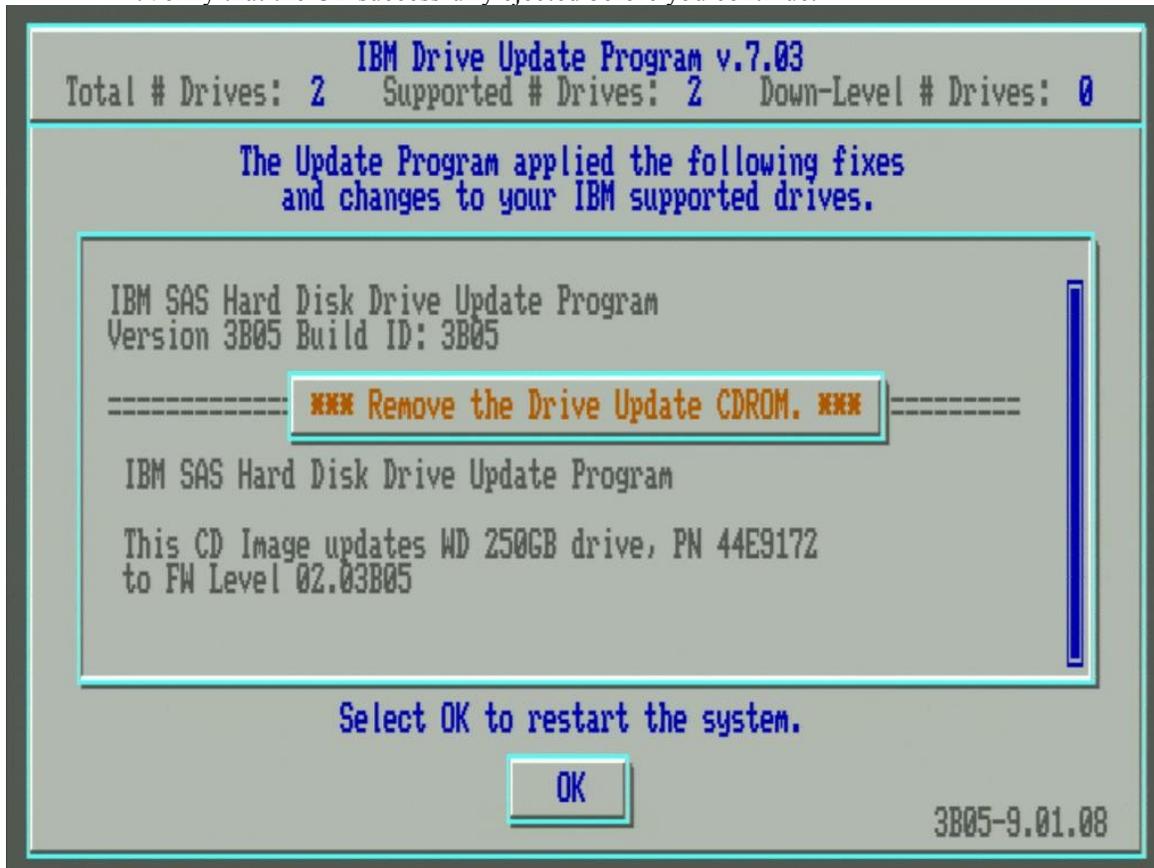
## Firmware Update Screen Shot

In the below shot, the firmware has been successfully updated. Select OK to continue.



## Final Screen/Reboot Screen Shot

.Verify that the CD successfully ejected before you continue.



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