



# Cisco Update for RAID Controller Firmware (For S360/S370/S660/S670 only, reboot required)

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## Contents

- [Appliances Covered by the Update for RAID Controller Firmware, page 1.](#)
- [Resolved Defects, page 2](#)
- [Update for RAID Controller Firmware Installation Instructions, page 2](#)
- [Support, page 3.](#)

## Appliances Covered by the Update for RAID Controller Firmware

- S360
- S370
- S660
- S670

## Pre-Upgrade Notes

This firmware update is required for all S360/S370/S660/S670 models before upgrading AsyncOS software.



## Resolved Defects

CSCuh99854 — Disk access speed (read and write throughput) was not fast enough for small transfers with few concurrent disk accesses. This firmware update fixes the problem.

## Update for RAID Controller Firmware Installation Instructions

Follow the instructions below to obtain and install the update for RAID Controller firmware patch.

### Pre-installation Requirements

Before you install the update for RAID Controller firmware, save the configuration file to a location off of the appliance:

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- Step 1** In the graphical user interface, navigate to **System Administration > Configuration File**.
  - Step 2** Select **Download file to local computer to view or save**.
  - Step 3** Click **Submit**.
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### Installation Steps

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- Step 1** Access the CLI interface. For details on accessing the CLI, see [Accessing the CLI](#).



**Note**

For the upgrade to run correctly, you *must* run it from the CLI.

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- Step 2** From the CLI, enter *upgrade*.

- Step 3** A list of available upgrades will display.

The update for RAID Controller firmware package is provisioned *only* for appliances that require the upgrade. If you do not see the Update for RAID Controller firmware package in the list of available upgrades, you can assume that your appliance does not require the upgrade and you can skip any further upgrade steps.

- Step 4** Select the package *Update for RAID controller firmware (For S360/S370/S660/S670 only, reboot required)*.

- Step 5** You will be prompted to reboot your machine. Click **Yes**.

- Step 6** Wait approximately fifteen minutes.

- Step 7** Your machine should automatically reboot after approximately fifteen minutes.



**Warning**

**If your machine does not automatically reboot in fifteen minutes, contact customer support. Do not attempt to reboot your machine again.**

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**Note**

After you run the firmware upgrade, the firmware upgrade package will display in the list of available upgrades even after a successful installation. The presence of this package does *not* indicate a failed upgrade.

- Step 8** To verify that the upgrade has run successfully, you can run the upgrade script again after the machine has rebooted. If the upgrade was successful, the upgrade script will indicate that the appliance does not require upgrading.

## Accessing the CLI

To run this upgrade, you must access the CLI. The instructions below provide information on accessing the CLI.

Access to the CLI varies depending on the management connection method chosen while setting up the appliance. Initially, only the admin user account has access to the CLI. You can add other users with differing levels of permission after you have accessed the command line interface for the first time via the admin account. The system setup wizard asks you to change the password for the admin account. The password for the admin account can also be reset directly at any time using the password command. To connect via Ethernet: Start an SSH or Telnet session with the factory default IP address 192.168.42.42. SSH is configured to use port 22. Telnet is configured to use port 23.

To connect via a Serial connection: Start a terminal session with the communication port on your personal computer that the serial cable is connected to. See the “Setup and Installation” chapter in the *Cisco IronPort AsyncOS Configuration Guide* for more information. Enter the user name and password below.

### Factory Default User name and Password

- Username: *admin*
- Password: *ironport*

## Support

### Cisco Support Community

Cisco Support Community is an online forum for Cisco customers, partners, and employees. It provides a place to discuss general web security issues as well as technical information about specific Cisco products. You can post topics to the forum to ask questions and share information with other Cisco and Cisco IronPort users.

Access the Cisco Support Community at the following URL:

- For web security and associated management:  
<https://supportforums.cisco.com/community/netpro/security/web>

## Customer Support

Use the following methods to obtain support:

U.S.: 1 (408) 526-7209 or Toll-free 1 (800) 553-2447

International: [http://www.cisco.com/en/US/support/tsd\\_cisco\\_worldwide\\_contacts.html](http://www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html)

Support Site: [http://www.cisco.com/en/US/products/ps11169/serv\\_group\\_home.html](http://www.cisco.com/en/US/products/ps11169/serv_group_home.html)

If you purchased support through a reseller or another supplier, please contact that supplier directly with your product support issues.