



# Dynamic Solutions

## INTERNATIONAL

### **Technical Information Bulletin**

TIBID# DSI20170706\_iDRAC

Date: July 6, 2017

Importance: Medium

Title: iDRAC firmware upgrades for DSI350 & DSI400 series systems

#### **Description:**

Integrated Dell Remote Access Controller (iDRAC) is a systems management hardware and software solution that provides remote management capabilities, crashed system recovery, and power control functions for Dell PowerEdge based systems. Dell has identified an issue where communication between the PowerEdge raid controller and the iDRAC controller does not request optimal fan speeds for certain hard drive models. This could potentially result in excessive medium errors and hard drive failures. Dell recommends updating the iDRAC controllers to firmware version 2.40.40.40 or later which fixes this potential issue.

#### **DSI Recommendations:**

All DSI350 through DSI425 series VTL systems should be updated to firmware version 2.41.40.40.

**Important Notes:** This firmware release is compatible with systems containing iDRAC version 7 or 8 controllers. This issue does not affect DSI300 series systems with iDRAC version 6 controllers.

#### **Affected DSI Models:**

<b>DSI 350 SERIES (iDRAC 7)</b>	<b>DSI 400 SERIES (iDRAC 8)</b>
DSI350-BEM	DSI400-BEM
DSI350-MEM	DSI400-MEM
-	DSI400-NEM
DSI350-VEM	DSI400-VEM
DSI350-EV0	DSI400-EV0
DSI350-EPS	DSI400-EPS
DSI350-VV8	-
DSI350-M16	-
-	DSI420-EVD
DSI370-T1B	DSI420-T1B
DSI370-T2B	DSI420-T2B
-	DSI425-D16
-	DSI425-D24

## **Download iDRAC Firmware 2.41.40.40**

Visit <http://dynamicsolutions.com/support/products-solutions/virtual-tape>. Select to view downloads for the DSI VTL system being updated. iDRAC 2.41.40.40 firmware & release notes can be downloaded from under from the under the 'Patches & Release Notes' tab.

## **Update iDRAC 7 or 8 to 2.41.40.40 from a Web Browser**

Alternative upgrade options may be available upon request.

1. The iDRAC Lifecycle controller must be temporarily enabled prior to updating the firmware. The Lifecycle controller is disabled on failover systems to prevent issues with external SAN switches during a failover event.
2. To enable the iDRAC controller:
  - Suspend failover.
  - Reboot the VTL system with the iDRAC being updated on.
  - Press the F2 during the BIOS post to enter the system BIOS.
  - From the BIOS screen select the 'iDRAC Settings' menu option.
  - From the iDRAC Settings menu select the 'Lifecycle Controller' option.
  - Ensure the following settings and then press the back button.
    - Lifecycle Controller = Enabled
    - Collect System Inventory on Restart = Enabled
    - Cancel Lifecycle Controller Actions = No
  - Select the finish button from the iDRAC Settings menu to save the settings and exit.
3. Copy the provided self-extracting firmware to a PC with network access to the iDRAC.
4. Extract the firmware by executing the self-extracting file.
5. It will attempt to extract to the folder: **C:\iDRAC\_Releases\13G-iDRAC8-2.41.40.40-A00**
6. Log into the iDRAC via a web browser.
7. Select 'Update and Rollback' from the tree menu.
8. Select 'Choose File' under the 'Update' tab.
9. Select the file '**firmimg.d7**' from the **C:\iDRAC\_Releases\13G-iDRAC8-2.41.40.40-A00** folder and select 'Open'.
10. Select 'Upload'. This may take several minutes to upload to the iDRAC.
11. Select the uploaded firmware image under the 'Update' details section and select 'Install'.

12. The iDRAC will reboot itself once the firmware update completes. It may take several minutes before you will be able to access it again.
13. Verify that the update was successful by logging into the iDRAC via a web browser and selecting 'About' at the top right.
14. To disable the iDRAC controller:
  - Suspend failover.
  - Reboot the VTL system with the iDRAC being updated on.
  - Press the F2 during the BIOS post to enter the system BIOS.
  - From the BIOS screen select the 'iDRAC Settings' menu option.
  - From the iDRAC Settings menu select the 'Lifecycle Controller' option.
  - Ensure the following settings and then press the back button.
    - Lifecycle Controller = Disabled
    - Collect System Inventory on Restart = Disabled
    - Cancel Lifecycle Controller Actions = No
  - Select the finish button from the iDRAC Settings menu to save the settings and exit.
  - Resume failover.

**Contact Info:**

All questions or concerns regarding the update should be directed to [support@dynamicssolutions.com](mailto:support@dynamicssolutions.com) or (800) 641-5215.