



Software 9.4.2 Release Notes for PC

(Supporting 3ware 9650SE, 9550SXU, 9550SX controllers)

READ ME FIRST!

Introduction

Thank you for purchasing the AMCC 3ware Serial ATA RAID Controller. This document describes important recommendations that are not included in the Installation and User Guides. In order to better assist you, please read this document prior to calling technical support.

For additional information, see our web site at:

<http://www.3ware.com/products/index.asp>

User Documentation:

<http://www.3ware.com/support/userdocs.asp>

Knowledgebase:

<http://www.3ware.com/KB/kb.asp>

Software Downloads:

<http://www.3ware.com/support/download.asp>

System and Drive Compatibility Lists:

http://www.3ware.com/products/sys_compatibility.asp

Service and Support:

<http://www.3ware.com/support/index.asp>

Main U.S. Phone: 800-840-6055 (US only) or 858-535-6517

- European Phone: 00 44 (0)118 936 25 01



9.4.2 Release Highlights

- Supports 3ware 9650SE, 9550SXU, and 9550SX hardware RAID controllers for FreeBSD, Linux, and Windows. This release also provides monitoring support for older products (9500S, 8506, 7000)
- Supports unit rebuild and fault LED status on Supermicro 815TQ and 825TQ backplanes. A chassis control cable is required.
- Microsoft Logo certified for Windows Server 2003 (32 and 64-bit)
- Various bug fixes – See details below

Release Details

The CD release is comprised of the following components:

- Firmware version: 3.08.00.016 (for 9650SE, 9550SXU, and 9550SX series)
 - 3BM (3ware BIOS manager) version: 3.08.00.004
 - BBU (battery backup unit) version: 2.00.00.022
- 3DM2 version: 2.06.00.016
- CLI version: 2.00.06.016
- FreeBSD 6.x driver version: 3.60.03.007
- Linux 2.4 driver version: 2.24.05.005
- Linux 2.6 driver version: 2.26.05.008 (for Redhat WS4 update 4)
- Linux 2.6 driver version: 2.26.06.003 (for Fedora Core and SuSE)
- Linux 2.6 driver version: 2.26.02.009 (for upstream kernels)
 - Drivers for other Linux distributions are available at:
<http://www.3ware.com/KB/article.aspx?id=14546>
- Windows driver version: 3.00.02.140

Operating System Support:

- Fedora Core 5 Linux (x86 and x86_64)
- FreeBSD driver sources for 5.x and 6.x
- FreeBSD 6.1 (x86 and x86_64)
- Linux 2.4 driver sources for earlier distributions
- Linux 2.6 driver sources for kernels 2.6.17 through 2.6.22 and newer
- Redhat Linux WS 4.0 Update 4 (x86 and x86_64)
- SuSE Linux 10.1 Pro (x86 and x86_64), [kernel 2.6.16.13-4](#)
- SuSE Linux Enterprise Server 10.0, kernel 2.6. (x86 and x86_64)
- Windows 2000 Service Pack 4 and above
- Windows XP and Windows XP x64 Editions
- Windows Server 2003 and Windows Server 2003 x64 Editions Service Pack 1 and newer



Notes

Remember to check the AMCC web site for the latest release and to sign up for the AMCC 3ware Technical Newsletter: <http://www.3ware.com/support/index.asp>.

Motherboard and hard drive compatibility

Please refer to the hardware compatibility list at:
http://www.3ware.com/products/sys_compatibility.asp.

Resolved Issues

The following issues have been resolved:

- Intermittent system crashes with FreeBSD 6.x
- Error when stopping 3DM2 daemon in Linux
- Linux server hang with 4GB or larger RAM that use a “use_sg=0” I/O
- Intermittent BIOS/firmware hang on reset
- LUN(s) still displayed in Window Disk Manager after array deletion
- WinAV alarm prints debug level AENs
- 3DM and CLI incorrectly report controller memory
- Fully drained battery causes loss of BBU parameters
- Incorrect controller numeration in Windows
- Slower Linux ext3 sequential write performance
- 9650SE-2LP BIOS does not POST after multiple reboots

Errata

Older drivers are not compatible with the 3ware 9650SE controller

Drivers released prior to 9.4.0 are not compatible with the 3ware 9650SE controller. Please upgrade to a 3ware driver and software that is 9.4.2 or newer prior to installing your new 9650SE controller.

3ware BBU with 2 controllers installed (SCR-797 & 1489)

Under extreme operating conditions, such as low air flow or high temperatures, your BBU equipped 3ware controller is designed to notify you that it has exceeded the normal operating temperature. This situation can be aggravated when two BBU enabled 3ware controllers are in close proximity to each other. AMCC recommends that you leave one PCI slot free between two 3ware controllers with BBUs (battery backup units) using BBU-MODULE-04 with remote battery mounting kit to ensure proper airflow.

CLI may fail to identify controller and displays "9000 driver message not found"(SCR-1852)

If this error occurs, the workaround is to exit and restart tw_cli. This issue will be fixed in a future release.

Installing Fedora Core 5 on 3ware controller

When installing Fedora Core 5 on a 3ware array the installer does not update initrd to include the 3ware driver from the floppy disk after the installation is completed. The work around is to run the installation normally as described in the Driver Installation chapter of the User's Guide. After the installation is completed, Fedora displays "Congratulations, the installation is complete," DO NOT REBOOT, instead follow the additional steps described in the User Guide or outlined in the readme on the driver diskette (also listed below). This issue is fixed in Fedora Core 6.

1. Perform normal installation but at last screen of installation stop prior to clicking the reboot button
2. Jump to a console by pressing the Ctrl+Alt+F2 keys at the same time
3. Change directory to /mnt/sysimage
4. Type the following command: chroot /mnt/sysimage
5. Type the following command: mcopy a:InstallFix
6. Type the following command: chmod +x InstallFix
7. Now run the workaround script. ./InstallFix
The workaround will copy in the updated driver(s) and recreate the ramdisk(s) so that upon reboot you have the updated drivers and not the ones that came on the OS installation CD.
8. When script finishes type the following: exit
9. Now return to installation screen, press Alt+F7 keys
10. Click reboot button to finish installation

CLI '/cx show all' command may fail to complete (SCR-1810)

In certain configurations the 'tw_cli /cx show all' command fails to complete with the error "Invalid operation(s) for the specified controller." The workaround is to use the specific "show" command(s) instead. This issue will be fixed in a future release.

CLI and 3DM2 display an API error if non NCQ drives are used (SCR-1845)

Queuing cannot be enabled on units with SATA drives that do not support NCQ. This is by design. However the "API message not found" error can be ignored. This will be fixed in a future release.

Rebuild pauses and does not continue unless reboot (SCR-1854)

Under certain circumstances, despite the scheduler being disabled or enabled, a rebuild remains paused and never continues. The degraded array remains functional, excluding additional drive(s) failures. The workaround is to reboot the system. This issue will be fixed in a future release.



Newer distributions of Linux will not execute binaries from 3ware CD

Due to enhanced security in some recent versions of Linux distributions, where automount uses the noexec mount option, binaries are not allowed to launch directly from the CD media. If your 3ware CD does not auto run or errors are seen after loading the CD, please use the following procedure:

1. Insert the 3ware CD and mount the CD by clicking on the CD/DVD player icon
2. Retrieve your mount point information and simply remount the CD by entering the following commands:

2.1 mount | grep AMCC

This command will return the CD/DVD device name and mount point

2.2 mount /mount-point (for example /media/AMCC3wareCD) -o remount,exec

3. Click on the desktop icon and then double click on autorun
4. Finally in the pop-up window click run