



Motorola Solutions Technical Notification (MTN)

TITLE: Smart Array and Smart HBA Firmware Code Critical Error Can Cause Datastore Loss.

TECHNOLOGY: ASTRO 25

SYMPTOM(S):

Array and Smart HBA Firmware Code Critical Error Can Cause Datastore Loss.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

Models: HPE ProLiant Density Line 380 Gen9 server with Smart Array P440ar and/or Smart HBA H241 controller(s) where firmware version is lower than 7.00.

System Releases: ASTRO 25 7.17, ASTRO 25 7.17.1, ASTRO 25 7.17.2, ASTRO 25 7.17.3, ASTRO 25 7.18, ASTRO 25 2019.2

SEVERITY RECOMMENDATION:

Medium / Operational - Schedule to implement

ROOT CAUSE / DEFINITIVE TEST:

As per report from Hewlett Packard Enterprise technical support department, there is an issue in firmware for **Smart Array P440ar** and **Smart HBA H241** controllers.

DEFINITIVE TEST

1	<p>On the Windows computer, run a web browser.</p> <p>In the web browser address field, type <code>https://<ilo_ip_address></code> and press Enter.</p> <p>where <code><ilo_ip_address></code> is an IP address of iLO web interface.</p> <p>Result: The iLO Sign In page is displayed.</p>
2	<p>Enter Administrator in "Login Name:" text field.</p> <p>Enter <code><ilo_password></code> in "Password:" text field, where <code><ilo_password></code> is an Administrator's password for iLO.</p> <p>Click the "Login" button.</p> <p>Result: The iLO main page appears.</p>
3	<p>At the left pane vertical menu,</p> <p>Click System Information.</p> <p>At the right pane horizontal menu,</p> <p>Click Device Inventory or Firmware tab.</p> <p>Result: Firmware information is displayed.</p>

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4 Check a firmware version for Smart Array P440ar and Smart HBA H241 controllers.

Result: The system is affected if firmware versions of one of these controllers are lower than 7.00.

WORKAROUNDS AND CORRECTIVE ACTIONS:

Not applicable.

RESOLUTIONS AND REPAIR PROCEDURES:

1 Insert **HPE Firmware Gen9 DVD** disc into the server (VMS) optical disc drive. See chapter **PARTS REQUIRED (HARDWARE/SOFTWARE)**, for appropriate media.

Result: The required media is in DVD drive.

2 On the Windows computer, run a web browser.

In the web browser address field, type `https://<i>i</i>lo_<i>ip_</i>address</i></code> and press Enter.`

where `<i>i</i>lo_<i>ip_</i>address</i>` is an IP address of iLO web interface.

Result: The iLO Sign In page is displayed.

3 Enter Administrator in "**Login Name:**" text field.

Enter `<i>i</i>lo_<i>password</i>` in "**Password:**" text field, where `<i>i</i>lo_<i>password</i>` is an Administrator's password for iLO.

Click the "**Login**" button.

Result: The iLO main page appears.

4 At the left pane vertical menu,

Expand **Virtual Media** and click **Boot Order**.

At the right pane, section **One-Time Boot Status**,

Click the downward facing arrow associated with **Select One-Time Boot Option**.

3. Select **CD/DVD Drive** option.

4. Click **Apply**.

Result: The iLO confirms that the one-time boot option was updated successfully.

5 Using VMware administration interface, gracefully shutdown virtual machines on the affected host.

Result: All virtual machines are shutdown.

6 Initiate restart of the ESXi host using VMware administration interface or DCUI from the host console.

Result: The ESXi host is restarted and the system boots from **HPE Firmware Gen9 DVD** media.

7 Wait for the firmware update process to complete and the server will automatically restart the ESXi hypervisor.

Result: The firmware is updated and the ESXi hypervisor is restarted.

8 Follow the **ROOT CAUSE / DEFINITIVE TEST** chapter of this document and make sure that the firmware version for **Smart Array P440ar** and **Smart HBA H241** controllers are equal 7.00 or higher.

Result: Firmware is successfully updated.

To obtain software:

1. Initiate a software request case through Motorola Solution, Inc. System Support Center (SSC) at 1-800-221-7144 (1-302-444-9800)
2. Await confirmation email from Motorola Solutions Software Factory with instructions
3. Complete the Motorola Solutions Software Factory Software Order Form:
 - a. Reference **MTN-0025-20-NA** in the 'Reason for Software/Hardware Change' section of the software order form.
 - b. List the part number (**KC #** as listed under "PARTS REQUIRED (HARDWARE/SOFTWARE)" below) in the 'Part # or Version #' section of the software order form.
4. Email completed Software Order Form to the Motorola Solutions Software Factory for processing

PARTS REQUIRED (HARDWARE/SOFTWARE):

HPE Firmware Gen9 DVD

- KC877V0DK000190102 - for ASTRO 2019.2
- KC877L0DK000071703 – for ASTRO 7.17, ASTRO 7.17.1, ASTRO 7.17.2, ASTRO 7.17.3, ASTRO 7.18

ADDITIONAL INFORMATION:

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

WHEN TO APPLY RESOLUTION:

After reboot ___
After (re)installation ___
After upgrade ___
After power cycle ___
After database restoration ___
After failure ___
On FRU replacement ___
During maintenance ___
Immediately _
As instructed x
Information only ___

LABOR ALLOWANCE:

This is an informational bulletin. No labor warranty is implied, intended or authorized for U.S. Domestic Partners/Customers. Other regions should follow their own standard procedures.

For assistance with this bulletin please contact your MSI Technical support center

https://www.motorolasolutions.com/en_us/support.html



Software Order Form
Phone Number: (800) 221-7144

Motorola Solutions Software Factory

SECTION 1: General Information

NOTE: PRICE QUOTES GIVEN BY UOST ARE VALID FOR ONLY 90 DAYS

Date _____
 System ID _____
 System Name _____
 Customer Name _____
 Form Completed by _____
 Organization _____
 Phone Number _____
 Pager Number _____
 Fax Number _____

Case Number _____
 Site ID _____
 Site Name _____
 Field Contact _____
 Organization _____
 Phone Number _____
 Pager Number _____
 Fax Number _____

SECTION 2: Order Information

Product Type: _____

Serial Number _____

Reason for Software / Hardware Change: _____
Downgrade? If so, list current and target releases. _____

Software / Hardware Description: _____

Part # or Version # _____

Quantity _____

Date Required _____

SECTION 3: Shipping / Billing Information

Ship To: _____

Bill To: _____

Email: _____
Attn: _____

Attn: _____

Phone: _____

Phone: _____

Customer Billing

Internal Billing

P.O. #: _____
CUST #: _____
TAG #: _____

PROJECT #: _____
FSB #: _____
DEPT #: _____
APC #: _____



Software Order Form

Motorola Solutions Software Factory

Phone Number: (800) 221-7144

- ° This form has been sent to you because you have requested an order from the *Motorola Solutions Software Factory*.
- ° Please fill out the order form and email back to the *Motorola Solutions Software Factory Team*
- ° If desired, please provide your email address on the order form and we will provide a tracking number when your order ships for your convenience.
- ° Orders will normally be processed in 3-5 business days once all information has been received.
- ° If additional space is required for software information, please use the optional addendum on page 3 below in addition to the original order form. This form is for use with large orders with multiple part numbers.

NOTE:

- 1) If this is in an SSA CUSTOMER please order via Motorola factory order.
- 2) Limited Liability is Implied to the maximum of order amount.
- 3) Price quotes provided by UOST are valid for 90 days

Thank you and have a good day!

**Supplemental Order
Information
Addendum**

(Optional)

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:
