

CRITICAL UPDATE

Updating Firmware on Crucial M4 Solid State Drives (SSD) Shipped Between August 14, 2011 and April 20, 2012

Beginning in August 2011 a vendor change was made to incorporate a larger and more reliable Solid State Disk (SSD) assembly in all DASDEC-II devices. All DASDEC-II units shipped or returned to the factory for any reason during this time most likely have these newer drives from *Crucial* installed.

We have found these SSD's have an inherent firmware bug whereupon 5184 hours (216 days) of operation they become unresponsive. The DASDEC will display a "**Server Down**" message on the front panel display screen and the web interface will return a "**403 Error**". Rebooting the DASDEC will return the machine to operation for ~1 hour when the "Server Down" condition will return. While this is a tremendous annoyance and inconvenience it poses no risk to user or system data stored on the drive. However, we do advise against continuous rebooting.

Customers with Crucial SSD's are strongly urged to apply the procedure described below to prevent unwanted service interruption. This updating procedure takes approximately 5 minutes to perform.

Equipment Required

The updating procedure requires the standard web browser connection to the DASDEC-II under an **Admin** level user.

Revision: 3.0 Publication: FSB DAS-42612

Verifying If Update Is Necessary

Software Version 2.0-0 a05 and above

Log in and go to **Server >Status > IO** and look under the Drive Info for *Firmware Revision*:



Figure 1 Drive Info page available with Version 2.0-0_a05 and above

If the Firmware Revision is **000F**(shown above) or **higher**¹ no further action is necessary. Otherwise proceed to *Firmware Update Procedures* below.

Software Version 2.0-0 a03 and below

Not all units shipped during the prescribed August 2011 to April 2012 period contain *Crucial* drives. To confirm if this procedure applies to your unit, log into the unit via web browser then go to **Setup > Alert Storage** and look just below the **Accept Changes Cancel Changes** area as shown in Figure 2.

If the **Total:** line displays a number of **62xxxMbytes (64GB)** then the DASDEC has a *Crucial* drive and should be updated.

Any other numbers ie. 13xxxMbytes, 8xxxMbytes, etc. are not candidates for this procedure. However following through with these steps will not affect other drive types or the integrity of their data.

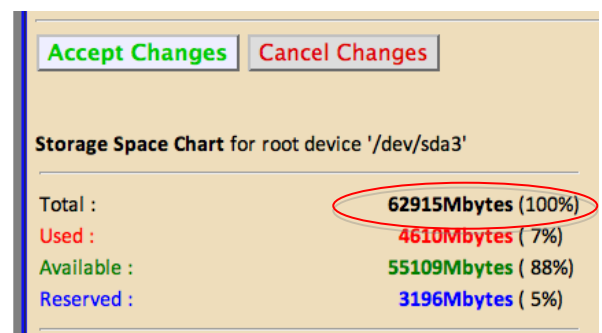
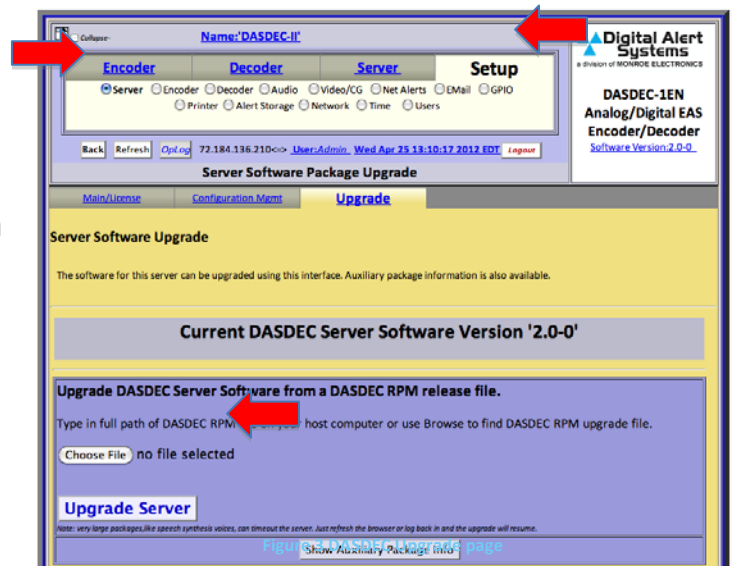


Figure 2. Alert Storage display indicating Crucial 64GB drive installed

¹Note the revision number is in hexadecimal format.

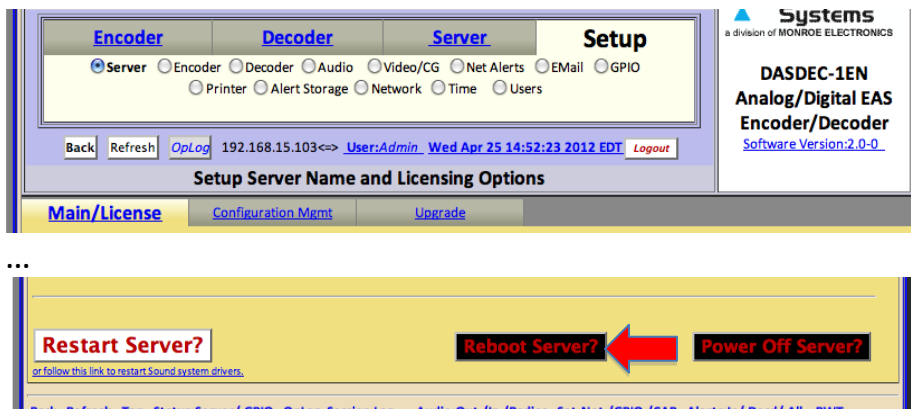
Firmware Update Procedures

1. Download the *dasdec_fc10-aux_apps-1.0-2.i386.rpm* update file ([click here for file](#)) to a computer or device with access to the DASDEC requiring the *Crucial* firmware update.
2. Log in to the DASDEC using the standard web browser
3. Go to **Setup > Server > Upgrade**
4. Click **Choose File** or **Browse** button and navigate to the downloaded file.
5. Select the previously downloaded file and click **OK**
6. Click **Upgrade Server** at the bottom of the blue box
7. The screen will update. Click **Yes, Upgrade Server**. The page will update and restart the server.
8. When the page returns log in and go to **Setup > Server > Go to Main/License Page** and click **Reboot Server?**



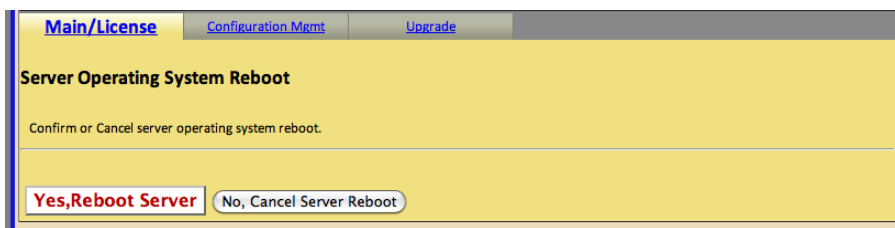
(This button only appears if configured to appear in the User page² – Otherwise skip to step 10)

² You can enable the **Reboot Server?** and **Power Off Server?** functions by going to **Setup > Users** then edit the **Edit Server User Account Profile** by selecting (enabling) the **Display reboot and power off buttons under Setup->Server->Main/License page** checkbox and clicking **Submit Changes?**



9. The screen will refresh asking to confirm the reboot request. Click

Yes, Reboot Server



10. If there's no **Reboot Server?** button then press and release the power button on the back of the DASDEC to power down the unit. Once the unit has completely powered down (the LCD has gone black) press and release the power button to start the firmware upgrade process.
11. When the unit is rebooted it will perform the required firmware update. Be patient as this may take 2-3 minutes. **DO NOT REMOVE THE POWER WHILE THE UPDATE IS IN PROGRESS.**
12. Firmware update is completed - continue normal operation.

Customers uncomfortable or unable to perform this update are asked to contact the factory at support@digitalalertsistemas.com or via telephone at 585-765-1155 for additional assistance.