

5. New Installation (Auto Define Configuration, All Firmwares)

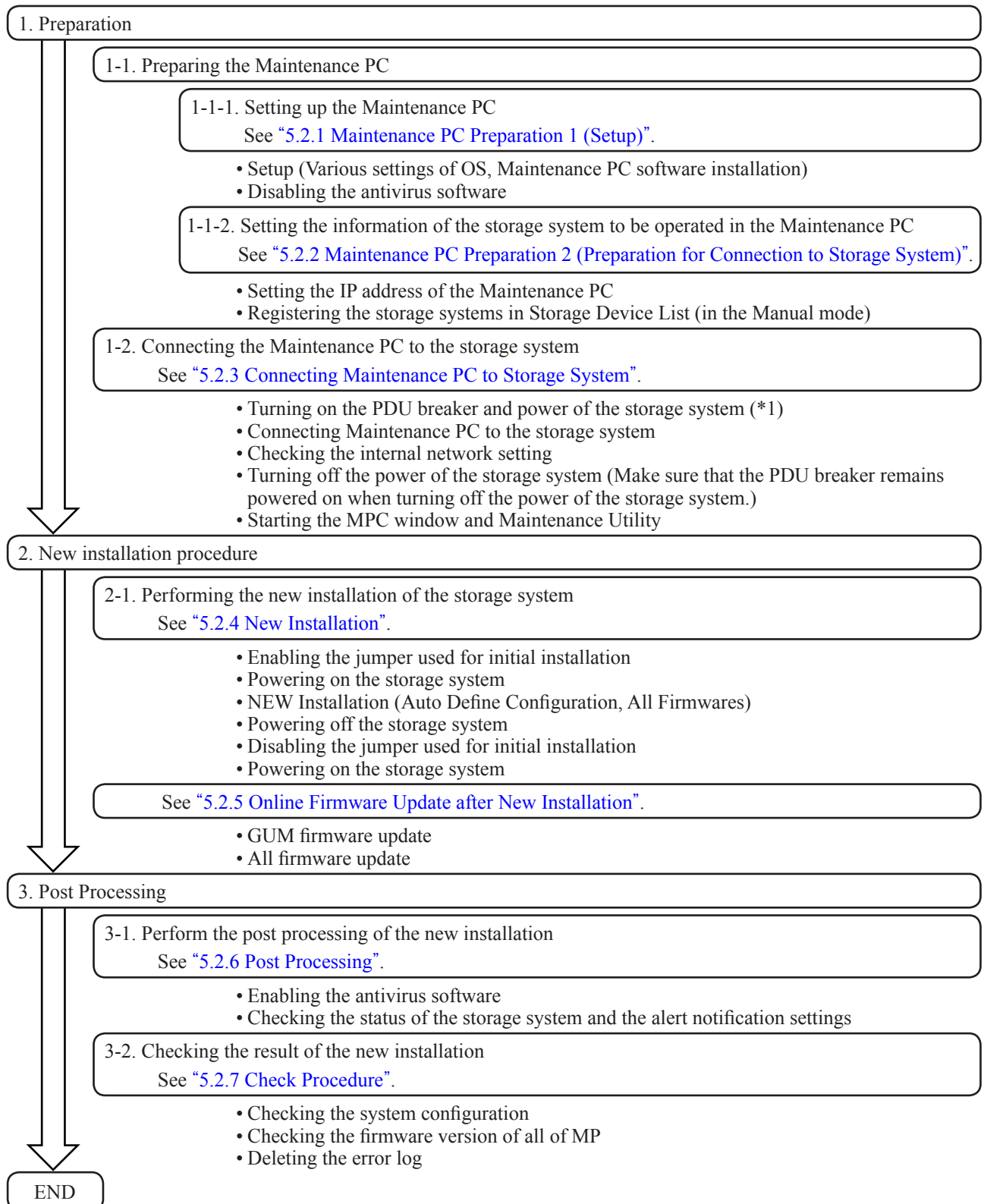
CAUTION

This operation is necessary only when a Storage System is newly installed. It is not performed afterward. If it is performed by mistake, a system down or a data loss may be caused.

Initializes the Storage System using the firmware and the configuration information in the firmware media.

5.1 Flow of New Installation

The workflow is shown below. If an error occurs during the work, see [“5.3 Troubleshooting of New Installation of the Firmware”](#).



*1: Skip this step if the power of the storage system is on.

5.2 Procedure of New Installation of the Firmware

5.2.1 Maintenance PC Preparation 1 (Setup)

1. Backing up IIS configuration

In the New Installation procedure, the IIS server setting is automatically performed. Therefore, when the IIS server is used by an application other than the Maintenance PC Software, start the command prompt as an administrator and acquire the backup by performing the following procedure. The backup acquired in the following procedure is used for restoring the IIS configuration in the post processing of the New Installation procedure.

- (1) Execute the following command to acquire the backup.

```
%systemroot%\system32\inetsrv\appcmd add BACKUP "NAME_OF_BACKUP_A"
```

NOTE: Any name can be specified in NAME_OF_BACKUP_A.

- (2) Execute the following command to make sure that the backup is acquired.

Check that the name specified in (1) is displayed.

```
%systemroot%\system32\inetsrv\appcmd list BACKUP
```

2. Setting up the Maintenance PC

Perform the various settings of OS and the installation of the Maintenance PC software by following MAINTENANCE PC SECTION [“1.2 Maintenance PC Setup Workflow”](#).

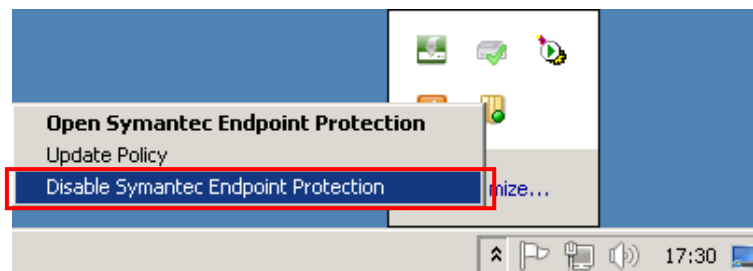
NOTE: The IIS/FTP server setup is required before executing New Installation. Confirm that the IIS/FTP server setup is complete to perform the operations using the Maintenance PC used for any maintenance work other than New Installation. (See MAINTENANCE PC SECTION [“1.3.8 IIS/FTP Server Setup”](#).)

3. Disabling the antivirus software

Disable the antivirus software because the Maintenance PC and the storage system might not communicate with each other due to the influence of the antivirus software.

The procedure for Symantec Endpoint Protection is as follows:

Right-click the [Symantec Endpoint Protection] icon on the desktop and select [Disable Symantec Endpoint Protection].



5.2.2 Maintenance PC Preparation 2 (Preparation for Connection to Storage System)

Prepare for connecting the Maintenance PC to the storage system. Before starting, check the following information on the target storage system of new installation.

- IP address of the maintenance LAN port of CTL
- IP address of the Maintenance PC
- Storage system model name (VSP F900, VSP F700, and so on)
- Storage system serial number

1. IP address setting of Maintenance PC

Set the IP address by following MAINTENANCE PC SECTION [“2.3.1 IP Address Setting of Maintenance PC”](#).

In addition, the following settings are required depending on the condition of a client's site.

- MAINTENANCE PC SECTION [“2.3.2 Bridge Setting of LAN Ports”](#)
- MAINTENANCE PC SECTION [“2.3.3 Proxy Setting of Browser”](#)
- MAINTENANCE PC SECTION [“2.3.4 Preparation for Connecting to another Storage System That Has the Same IP Address via LAN”](#)

2. Registering the storage system in Storage Device List

Register the target storage system of new installation by following MAINTENANCE PC SECTION [“2.4 Registering Storage Systems to Be Maintained in Storage Device List”](#). In the “Add System” window, use the Manual mode.

5.2.3 Connecting Maintenance PC to Storage System

1. Turning on the PDU breaker and power of the storage system

Turn on the PDU breaker and the power of the storage system by referring to “[1.5.1 Storage System Power On](#)”.

Skip this step if the power of the storage system is on.

-
2. Connecting the Maintenance PC to the storage system

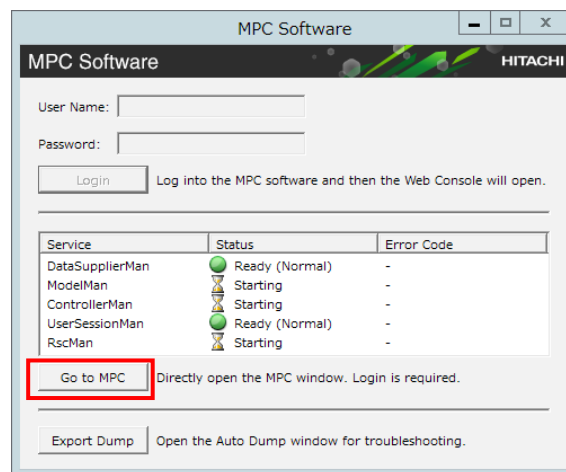
Connect the Maintenance PC to the storage system using a LAN cable by following MAINTENANCE PC SECTION “[2.2 Connecting Maintenance PC to Storage System](#)” [Step 1](#) and [Step 2](#).

-
3. Starting the Maintenance PC

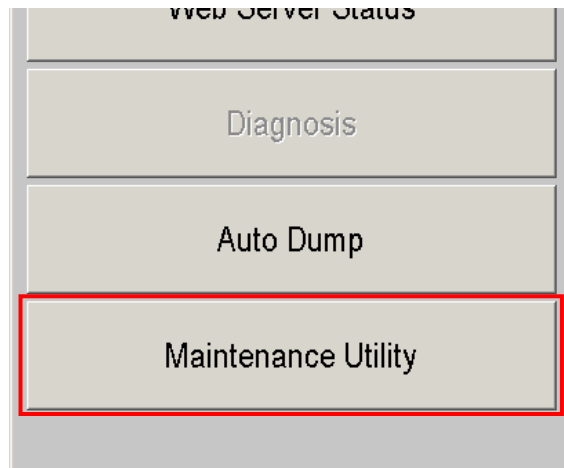
Start the Maintenance PC.

-
4. Starting the “MPC” window and Maintenance Utility

- (1) Right-click the connection icon “Storage Device List” on the desktop of the Maintenance PC and select [Run as administrator].
- (2) Click the Storage System icon to be operated in the “Storage Device List” window. In the “MPC Software” window, enter the user name and password for the maintenance account of the storage system, and then click the [Login] button. A password for the maintenance account of the storage system is changed by your customer after the storage system is installed. Ask your customer to let you know the password.
- (3) Click the [Go to MPC] button in the “MPC Software” window.
Then, the “MPC” window opens.

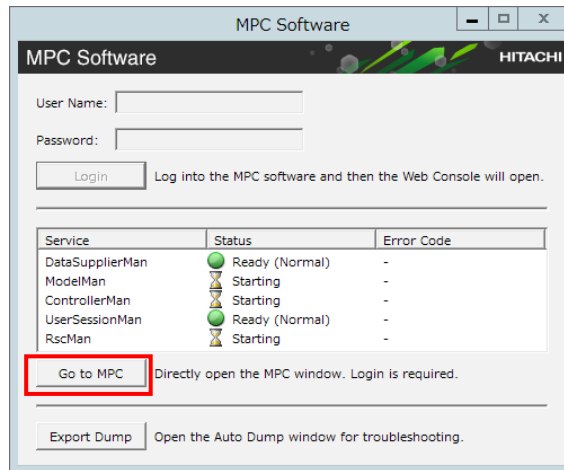


- (4) Click the [Maintenance Utility] button in the “MPC” window.
Then, the “Maintenance Utility” window opens.

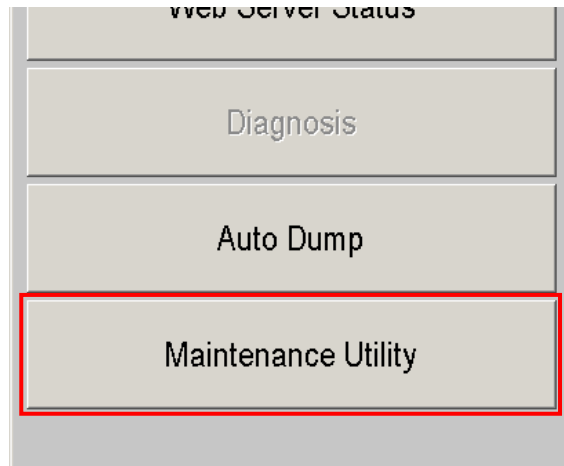


-
5. Checking the status of the internal network setting
Check that the IP address of the internal network of the storage system is set to the default value (10.251.0.15/4.15). If the IP address is set to a value other than the default, change the value to the default after telling the client that you change the IP address temporarily.
To check and change the internal network setting, refer to MAINTENANCE PC SECTION [“3.6 Network Setting”](#).
-
6. Closing the windows for maintenance work
Close Maintenance Utility, the MPC window, and Storage Device List.
-
7. Turning off the power of the storage system
Turn off the power of the storage system by referring to [“1.5.2 Storage System Power Off \(Planned Shutdown\)”](#). Make sure that the PDU breaker remains powered on when turning off the power of the storage system.
-
8. Starting the “MPC” window and Maintenance Utility
- (1) Right-click the connection icon “Storage Device List” on the desktop of the Maintenance PC and select [Run as administrator].
 - (2) Click the Storage System icon to be operated in the “Storage Device List” window. In the “MPC Software” window, enter the user name and password for the maintenance account of the storage system, and then click the [Login] button. A password for the maintenance account of the storage system is changed by your customer after the storage system is installed. Ask your customer to let you know the password.

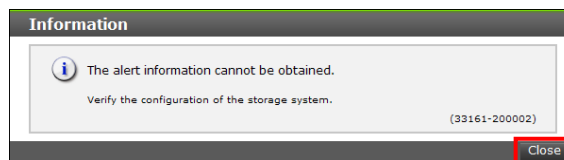
- (3) Click the [Go to MPC] button in the “MPC Software” window.
Then, the “MPC” window opens.



- (4) Click the [Maintenance Utility] button in the “MPC” window.



- (5) The alert information cannot be obtained from the storage system because the storage system is powered off and the “Information” window shown below is displayed. Click the [Close] button.



5.2.4 New Installation

1. Enabling the jumper used for initial installation
 - (1) On the bottom left of the “Maintenance Utility” window, select [Menu]-[System Management]-[Edit System Parameters] and enable “A jumper used for initial installation (CEMD)”. For details, refer to MAINTENANCE PC SECTION [“3.16 Edit or Confirm System Parameters”](#).
 - (2) Click the [Log Out] button in the “Maintenance Utility” window.
The “Log Out” window is displayed. Click the [×] button to close the window.

2. Turning on the storage system
 - (1) Press the main switch on the front of the Controller Chassis for about three seconds to turn it on.
 - (2) Check that the POWER LED (green) on the front of the Controller Chassis lights up. Wait for about five minutes after the POWER LED lit to perform the following operation.

3. NEW Installation (Auto Define Configuration, All Firmwares)

The procedure below is that used when a operation terminates abnormally, refer to “[5.3 Troubleshooting of New Installation of the Firmware](#)”.

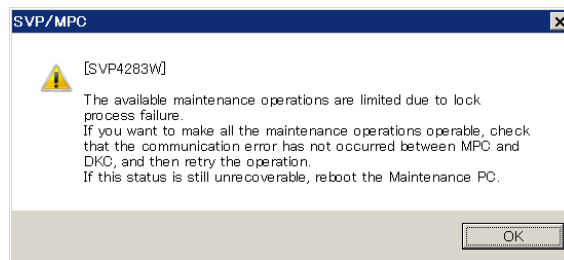
(1) <Mode Change>

- (a) Change the mode to [Initial Setting] on the “MPC” window. Select [Shift] + [Ctrl] + [I].
Enter the password and click the [OK] button.

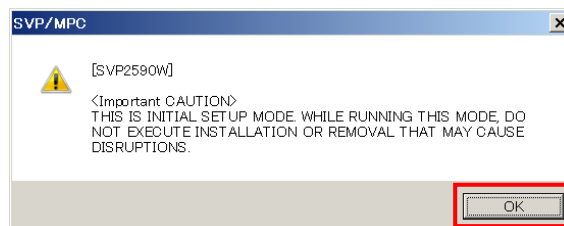
NOTE: For the password, contact the technical support division.

- (b) The mode is shown as [Initial Setting(Unlocked)].

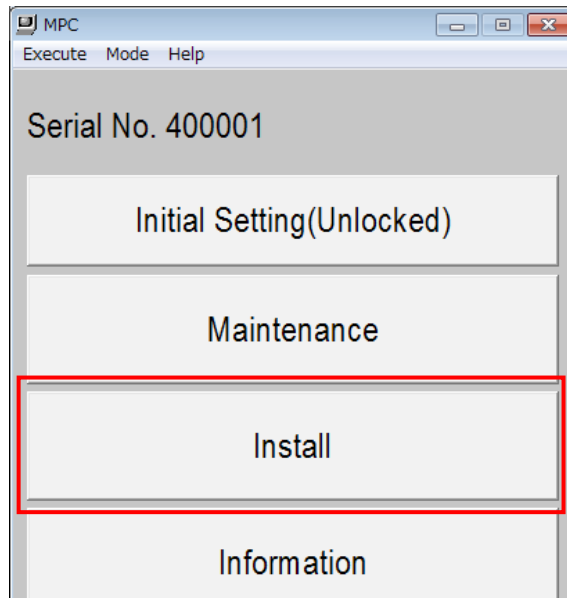
NOTE: If the Storage System was started with the state that the jumper used for the initial installation is enabled, the confirmation message “[4283] The available maintenance operations are limited due to lock process failure. If you want to make all the maintenance operations operable, check that the communication error has not occurred between MPC and DKC, and then retry the operation. If this status is still unrecoverable, reboot the Maintenance PC.” is displayed. Then, click the [OK] button.



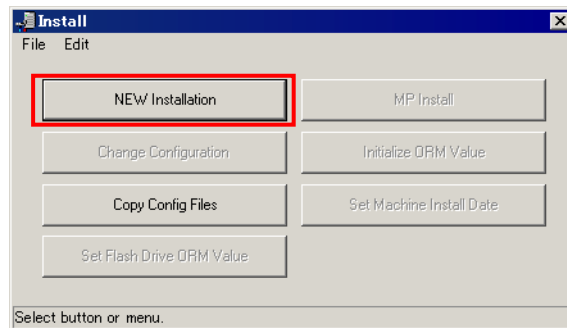
- (c) Click the [OK] button in response to the confirmation message, “[2590] <Important CAUTION> THIS IS INITIAL SETUP MODE. WHILE RUNNING THIS MODE, DO NOT EXECUTE INSTALLATION OR REMOVAL THAT MAY CAUSE DISRUPTIONS.”



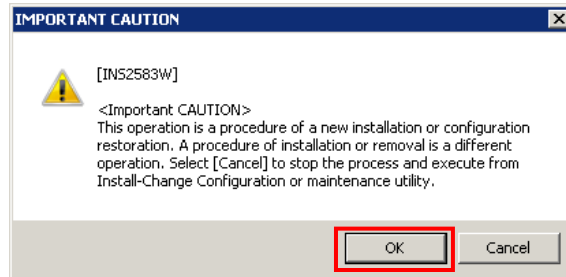
- (2) Click the [Install] button. The “Install” window opens.



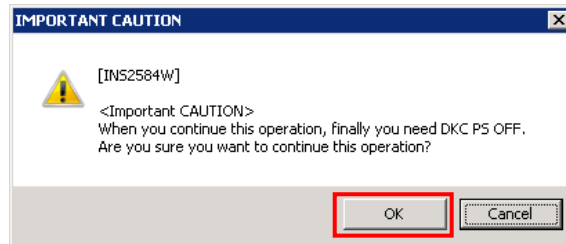
- (3) Click the [NEW Installation] in the “Install” window.



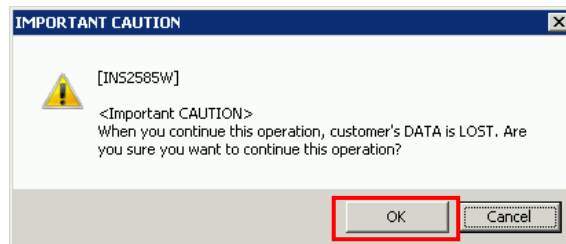
- (4) Click the [OK] button in response to the confirmation message, “[2583] <Important CAUTION> This operation is a procedure of a new installation or configuration restoration. A procedure of installation or removal is a different operation. Select [Cancel] to stop the process and execute from Install-Change Configuration or maintenance utility.”.



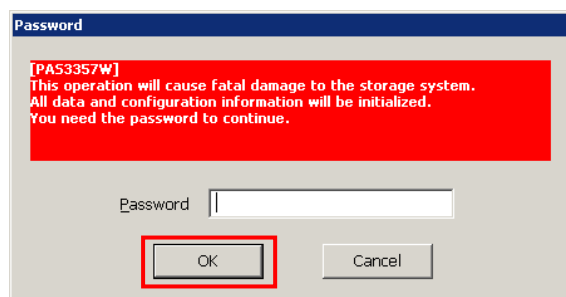
- (5) Click the [OK] button in response to the confirmation message, “[2584] <Important CAUTION> When you continue this operation, finally you need DKC PS OFF. Are you sure you want to continue this operation?”.



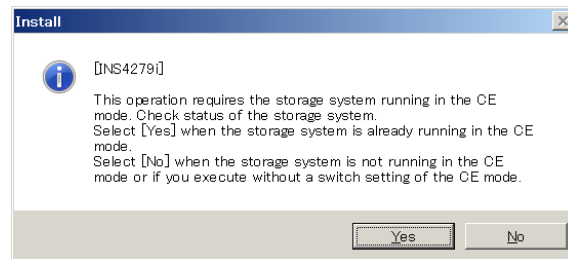
- (6) Click the [OK] button in response to the confirmation message, “[2585] <Important CAUTION> When you continue this operation, customer's DATA is LOST. Are you sure you want to continue this operation?”.



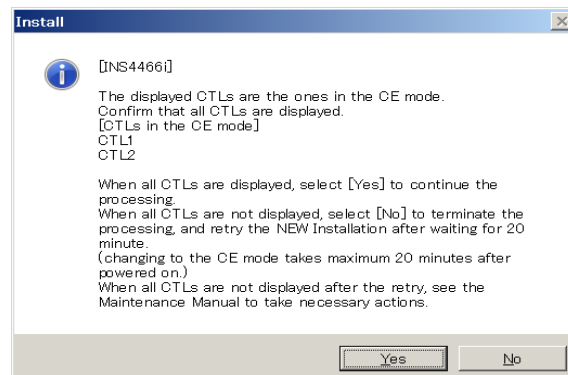
- (7) “Password”[3357] window is displayed.
The enter a password and click the [OK] button.
For the password, contact the Technical Support Division.



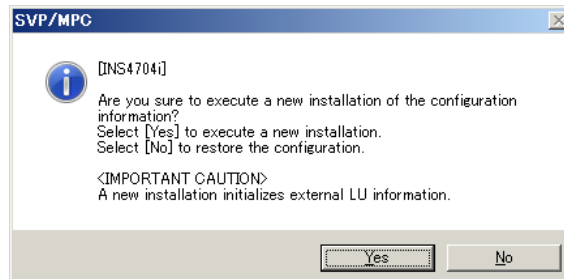
- (8) Response to the message “[4279] This operation requires the storage system running in the CE mode. Check status of the storage system. Select [Yes] when the storage system is already running in the CE mode. Select [No] when the storage system is not running in the CE mode or if you execute without a switch setting of the CE mode.”.
- Click the [Yes] button.



- (9) The message “[4466] The displayed CTLs are the ones in the CE mode. Confirm that all CTLs are displayed. [CTLs in the CE mode] CTL1 CTL2
- When all CTLs are displayed, select [Yes] to continue the processing.
- When all CTLs are not displayed, select [No] to terminate the processing, and retry the NEW Installation after waiting for 20 minute.
- (changing to the CE mode takes maximum 20 minutes after powered on.)
- When all CTLs are not displayed after the retry, see the Maintenance Manual to take necessary actions.” is displayed. Click the [Yes] or [No] button in response to the message.
- When all CTLs are displayed:
Click the [Yes] button and go to [Step \(10\)](#).
 - When some CTLs are not displayed or when none of CTLs are displayed:
Click the [No] button to terminate the processing. Wait for 20 minutes, and then retry the new installation procedure from [Step \(3\)](#). After the retry, if some CTLs are not displayed, or if none of CTLs are displayed, click the [No] button to terminate the processing. Then, go back to [Step 1](#) to check the settings of the jumper used for initial installation (CEMD). If the jumper is disabled, enable it. Power off the storage system and go to [Step 2](#).
If the jumper is enabled, refer to TROUBLESHOOTING SECTION “[3.54 Recovery Procedure When the Initial Installation Fails](#)” to take necessary actions.

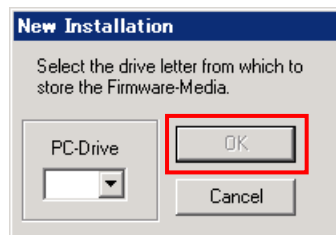


- (10) Click the [Yes] button in response to the confirmation message, “[4704] Are you sure to execute a new installation of the configuration information?”
Select [Yes] to execute a new installation.
Select [No] to restore the configuration.
<IMPORTANT CAUTION> A new installation initializes external LU information.”.

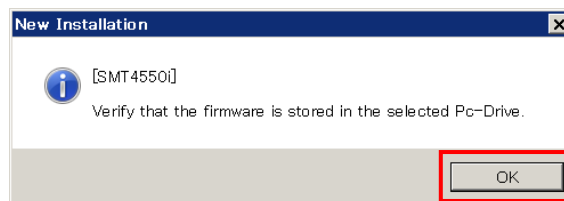


- (11) Select a drive to store the Firmware Media and click the [OK] button.

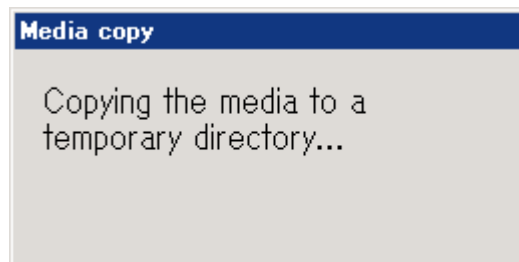
NOTICE: Do not use the configuration information media.



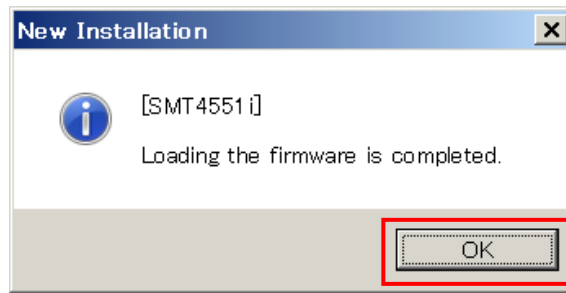
- (12) Insert the firmware media into the drive and click the [OK] button in response to the message “[4550] Verify that the firmware is stored in the selected Pc-Drive.”.



- (13) A message of copying from the Media is displayed.

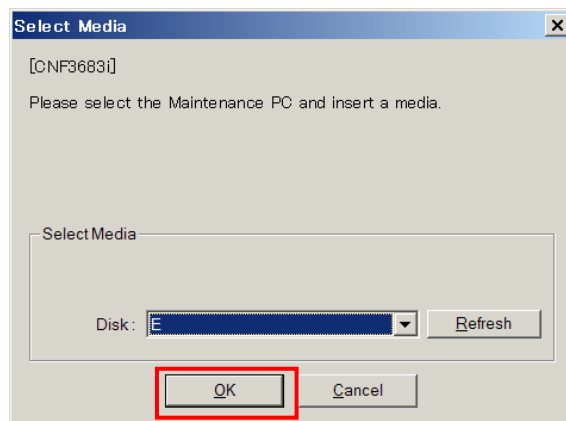


- (14) Click the [OK] button in response to the message “[4551] Loading the firmware is completed.”

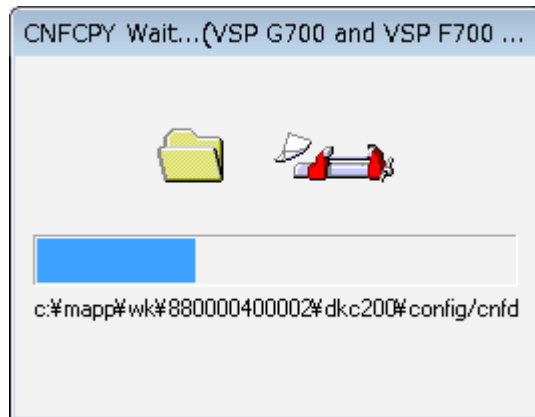


NOTICE: After that, the configuration information that is stored in the firmware is used.
Keep inserting the media into the drive.

- (15) The “Select Config Data”[3685] window is displayed.
Select [Firmware Media], and click the [OK] button. Go to [Step \(16\)](#).
- (16) The “Select Media”[3683] window is displayed.
Select the drive into which the firmware media is inserted and click the [OK] button.

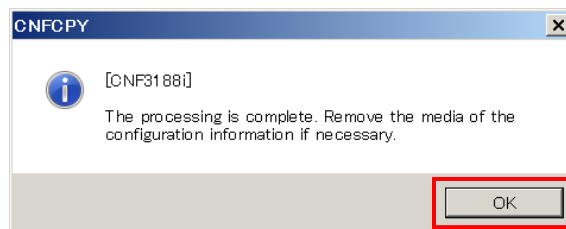


- (17) Make a copy of the configuration information.
During the copying, the “CNFCPY Wait...” window is displayed.



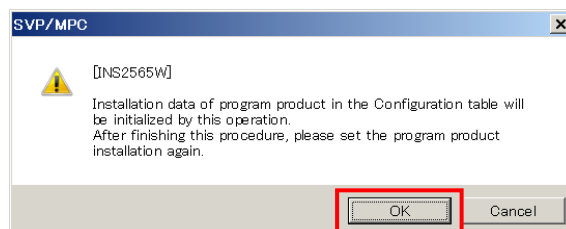
- (18) After removing the firmware media (*1) by responding to the message “[3188] The processing is complete. Remove the media of the configuration information if necessary.”, click the [OK] button.

*1: A firmware is initialized using the configuration information in the firmware media in this procedure.



- (19) Click the [OK] button in response to the confirmation message “[2565] Installation data of program product in the Configuration table will be initialized by this operation. After finishing this procedure, please set the program product installation again.”.

NOTE: When information of DP-VOL implementation or progressing status of quick format is not included, go to [Step \(21\)](#).



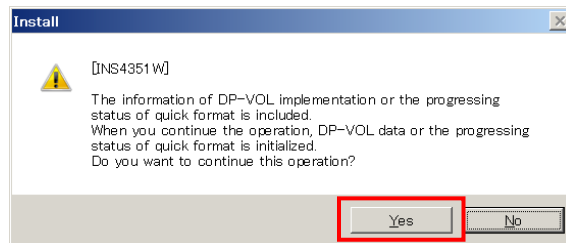
- (20) Response to the message “[4351]The information of DP-VOL implementation or the progressing status of quick format is included.

When you continue the operation, DP-VOL data or the progressing status of quick format is initialized.

Do you want to continue this operation?”.

When you continue this operation, click the [Yes] button.

When the [No] button is selected, this processing will be stopped. Return to [Step \(3\)](#).



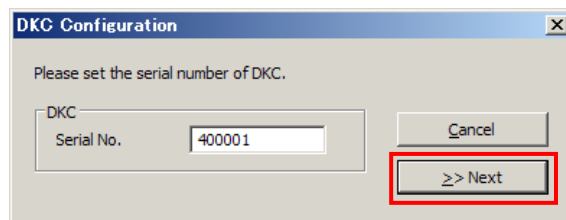
- (21) <DKC Configuration window>

NOTE: Check the nameplate of the Storage System, and then enter the serial number.

When the “DKC Configuration” window is displayed, enter the serial number.

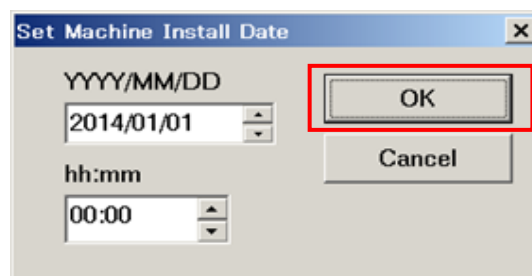
Click the [>>Next] button.

This procedure is completed when the [Cancel] button is clicked.

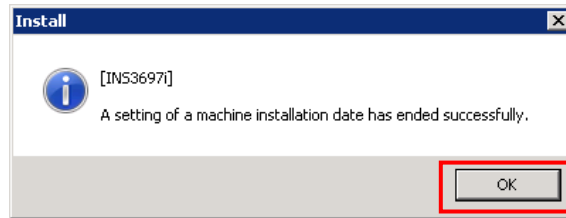


NOTICE: When the serial number is changed and it is different from the serial number registered in the Storage Device List, register the Storage System in the Storage Device List with the changed serial number after completing the maintenance operation.

- (22) Set the current date and time on which New Installation is performed in the “Set Machine Install Date” window, and then click the [OK] button.

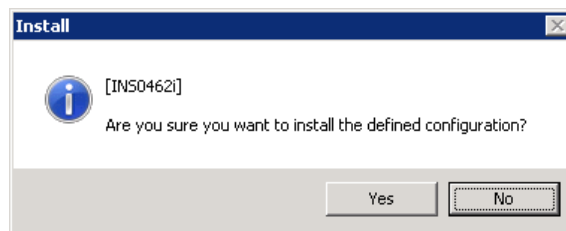


- (23) Click the [OK] button in response to the message “[3697] A setting of a machine installation date has ended successfully.”.

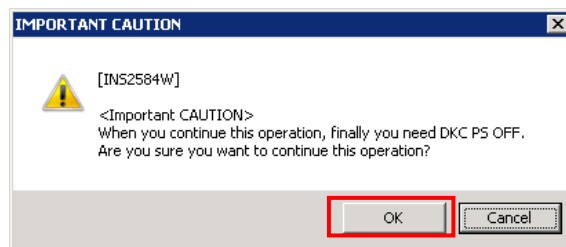


- (24) Click the [Yes] button in response to the confirmation message, “[0462] Are you sure you want to install the defined configuration?”.

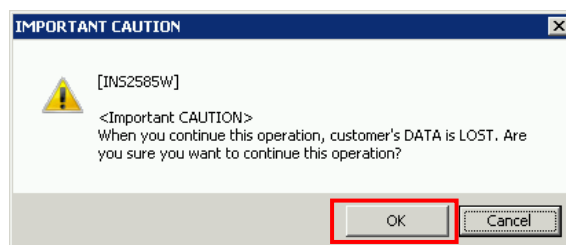
Clicking the [No] button cancels the configuration change processing and terminates the installation procedure.



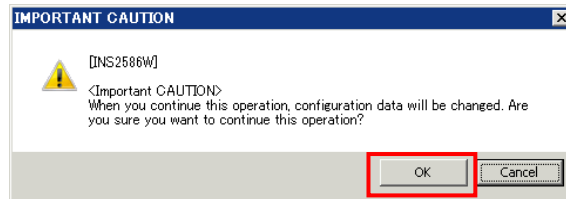
- (25) Click the [OK] button in response to the confirmation message, “[2584] <Important CAUTION> When you continue this operation, finally you need DKC PS OFF. Are you sure you want to continue this operation?”.



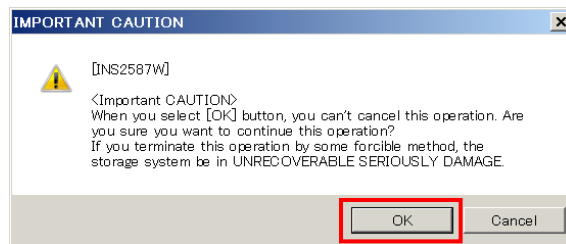
- (26) Click the [OK] button in response to the confirmation message, “[2585] <Important CAUTION> When you continue this operation, customer's DATA is LOST. Are you sure you want to continue this operation?”.



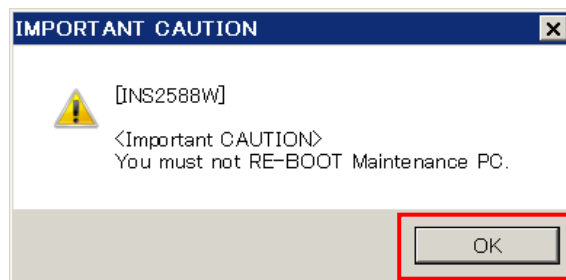
- (27) Click the [OK] button in response to the confirmation message, “[2586] <Important CAUTION> When you continue this operation, configuration data will be changed. Are you sure you want to continue this operation?”.



- (28) Click the [OK] button in response to the confirmation message, “[2587] <Important CAUTION> When you select [OK] button, you can't cancel this operation. Are you sure you want to continue this operation? If you terminate this operation by some forcible method, the storage system be in UNRECOVERABLE SERIOUSLY DAMAGE.”.



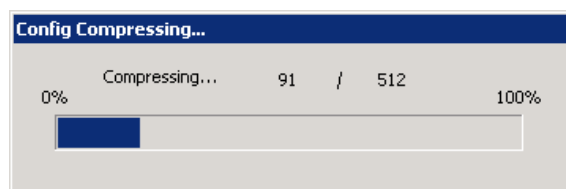
- (29) Click the [OK] button in response to the cautionary message, “[2588] <Important CAUTION> You must not RE-BOOT Maintenance PC.”.



- (30) <Compressing of the configuration information>

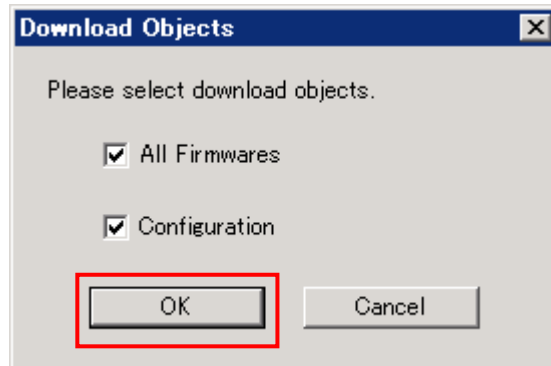
The configuration information is compressed.

The dialog of “Config Compressing...” is displayed. After the compressing is completed, go to [Step \(31\)](#).



(31) <Download Objects window>

Select the [All Firmwares] and the [Configuration] buttons, and click the [OK] button.

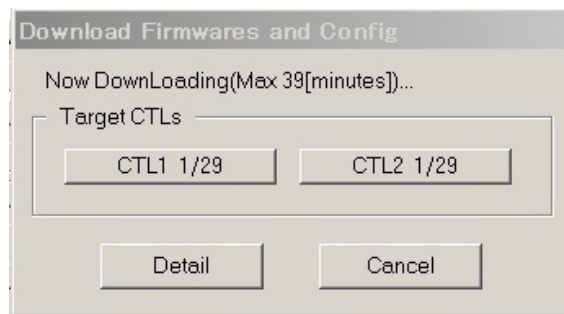


(32) <Configuration information transfer>

The configuration information is forwarded.

After the forward is completed, go to [Step \(33\)](#).

If you want to confirm the transfer status, click the [Detail] button. Go to [Step \(a\)](#).

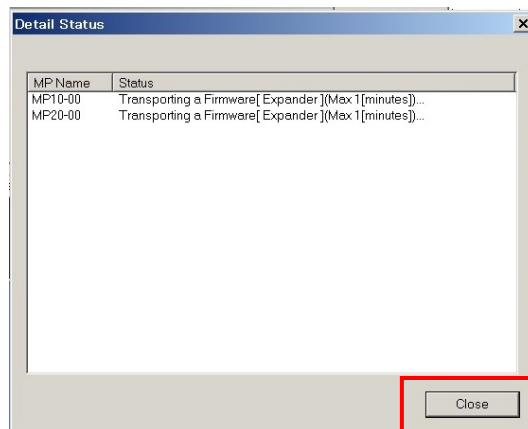


(a) Details of transfer situation are confirmed on the "Detail Status" window.

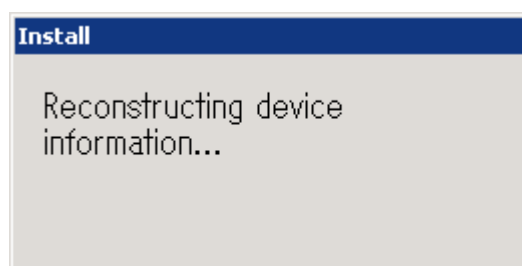
When you close the "Detail Status" window, click the [Close] button.

NOTE: Be sure to close the "Details Status" window after the confirmation.

If the window is left open, the transfer of the configuration information does not complete.

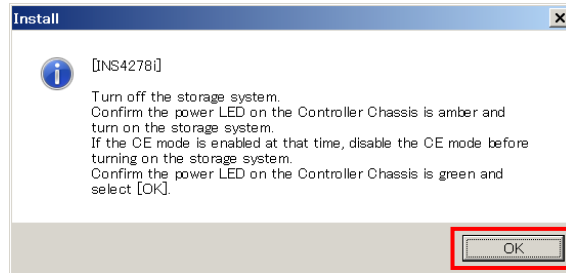


(33) "Reconstructing device information..." is displayed.



4. Disable the jumper used for the initial installation

- (1) When the following message is displayed, perform the following works from [Step \(a\)](#) to [Step \(d\)](#).
When the message “[4278]Turn off the storage system. Confirm the power LED on the Controller Chassis is amber and turn on the storage system. If the CE mode is enabled at that time, disable the CE mode before turning on the storage system. Confirm the power LED on the Controller Chassis is green and select [OK].” is displayed, perform the followings.



- (a) Press the main switch on the front of the Controller Chassis for about three seconds to turn off the Storage System.
 - (b) Open the “Maintenance Utility” window from the "MPC" window and disable the jumper used for the initial installation (CEMD).
 - How to set the jumper for initial installation: Refer to MAINTENANCE PC SECTION [“3.16 Edit or Confirm System Parameters”](#).
 - (c) Confirm that the POWER LED of the Controller Chassis is amber, and then turn on the Storage System.
 - (d) Confirm that the POWER LED of the Controller Chassis is green, and then select the [OK] button.
- (2) Close the “Install” window.
- (3) Change the mode from [Initial Setting(Unlocked)] to [View Mode].

5.2.5 Online Firmware Update after New Installation

Update the firmware that is not updated in the new installation procedure.

The following two updates are required.

1. GUM firmware update
2. All firmware update

[1. GUM firmware update]

Update the firmware of GUM before updating all firmware.

1. Turn on Storage System

Check that the READY LED (green) on the front of the Controller Chassis lights up.

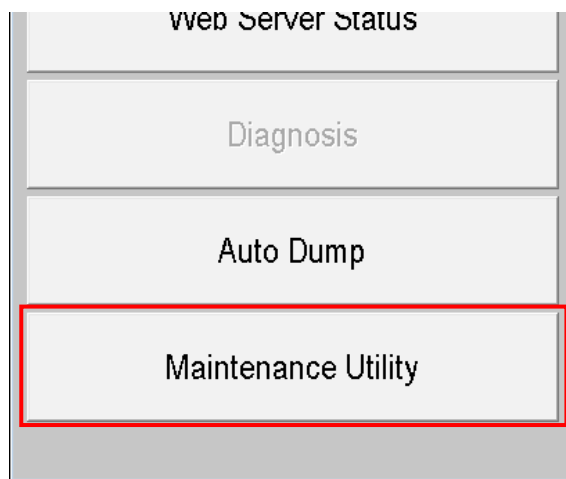
NOTE : It takes about 30 minutes until the READY LED changes to green.

-
2. Update the Firmware.

(1) Check that a LAN cable connects the Maintenance PC and Controller Board 1.

(2) Click the [Maintenance Utility] button in the “MPC” window.

Then, the “Maintenance Utility” window opens.

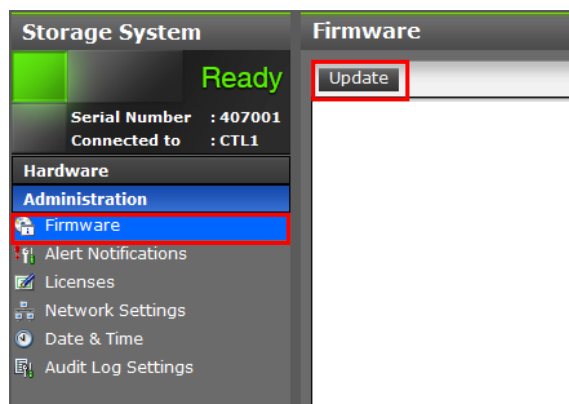


(3) A SIM might be reported in the “Maintenance Utility” window.

If the GUM version warning failure SIM ((SIM = 7d0axx) is reported, ignore it.

NOTICE: When the SIM = afa0xx, afa1xx, or afa2xx is reported, perform the dummy replacement of the SWPK. (Refer to TROUBLESHOOTING SECTION [“3.68 Recovery Procedure When the CHBB Firmware Update Occurs \(SIM = afa0xx, afa1xx, afa2xx\)”](#).)
If the dummy replacement of the SWPK is not performed, a serious failure might occur while the storage system in which the CHBB is installed is operating.

- (4) Display of the Firmware update window
Select [Firmware] from [Administration] and click the [Update] button.



(5) Display of the confirmation window

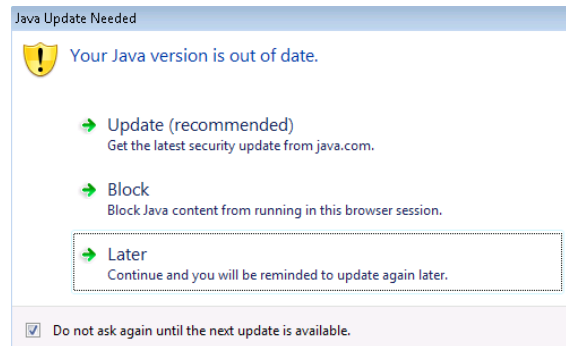
The displayed windows differ according to the JRE (Java Runtime Environment) versions.

In the case of JRE7 or JRE8, go to [Step \(a\)](#).

In the case of JRE6, go to [Step \(b\)](#).

(a) In the case of JRE7 or JRE8

- The update of the Java application may be promoted.



When using Maintenance Utility with the Java you are using, click [Later].

If you check the checkbox of [Do not ask again until the next update is available.] once and click [Later], this window is not displayed from now on.

NOTE: Do not click [Update(recommended)] and [Block].

When clicking [Update(recommended)] and [Block], close the window of the Web browser and restart Maintenance Utility.

When checking the checkbox of [Do not ask again until the next update is available.] and selecting [Update(recommended)] or [Block], Maintenance Utility cannot update the firmware.

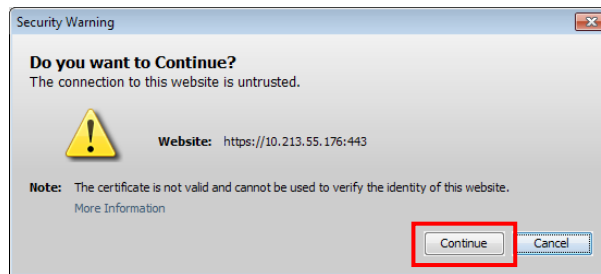
To allow Maintenance Utility to update the firmware, execute the following procedures.

- Click [All Programs ([All apps] for Windows 10)]-[Java]-[Configure Java] from the [Start] menu of Windows and start [Java Control Panel].
- Click the [Security] tab of [Java Control Panel].
- If the checkbox of [Enable Java content in the browser] in the [Security] tab is checked, uncheck it once and click the [Apply] button.
- Check the checkbox of [Enable Java content in the browser] and click the [Apply] button.
- Click the [OK] button of [Java Control Panel] to close the window.
- Restart Maintenance Utility.

NOTE: When changing the Java setting in [Java Control Panel], a message like "Java Plug-in settings changed" may be displayed. If such message is displayed, click the [OK] button.

- When the message “Do you want to Continue?” is displayed, click the [Continue] button.

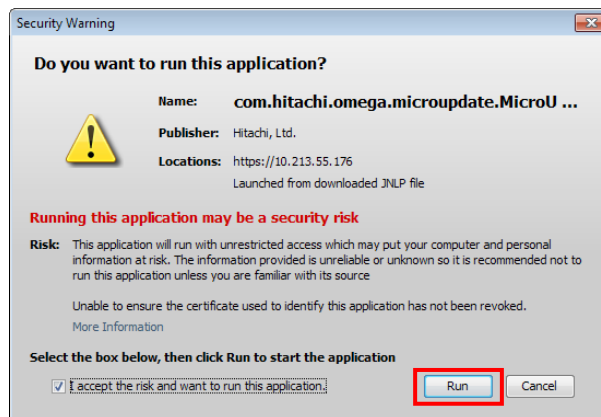
NOTE: This window may not be displayed.



- When the message “Do you want to run this application?” is displayed, check [I accept the risk and want to run this application.] and click the [Run] button.

Go to [Step \(6\)](#).

NOTE: This window may not be displayed.



NOTE: When the “Application Blocked by Java Security” or “Application Blocked by Security Settings” window is displayed, refer to TROUBLESHOOTING SECTION [“3.28.1.1 Troubleshooting Related to Installation and Upgrade”](#) and register the storage system in the exception site. After the registration, perform the procedure of [“5.2 Procedure of New Installation of the Firmware”](#) again.

(b) In the case of JRE6

- When the message “The web site’s certificate cannot be verified. Do you want to continue?” is displayed, click the [Yes] button.

NOTE : This window may not be displayed.



- When the message “The application’s digital signature has been verified. Do you want to run the application?” is displayed, check [Always trust content from this publisher.] and click the [Run] button.

Go to [Step \(6\)](#).

NOTE : This window may not be displayed.



- (6) Inserting the media
Insert the firmware media into the DVD drive.
- (7) Selecting the firmware file

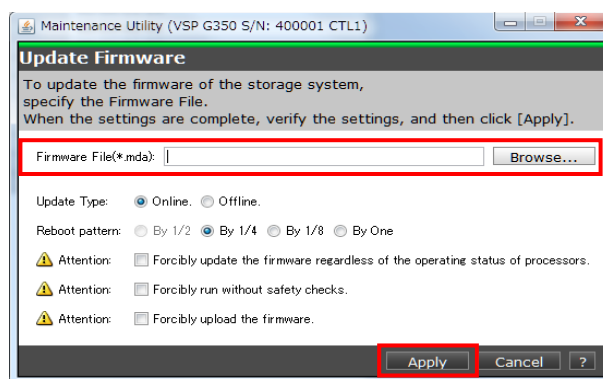
⚠ CAUTION

About “Forcibly run without safety checks”.

If you check this checkbox and execute the maintenance, the system may go down. Do not check it unless instructed by the message, the manual or the contact described in the manual.

In the “Firmware file (*.mda)” of the “Update Firmware” window, select the “AllFirmware.mda” file from the “firmware” folder in the media.

After selecting the file, click the [Apply] button.

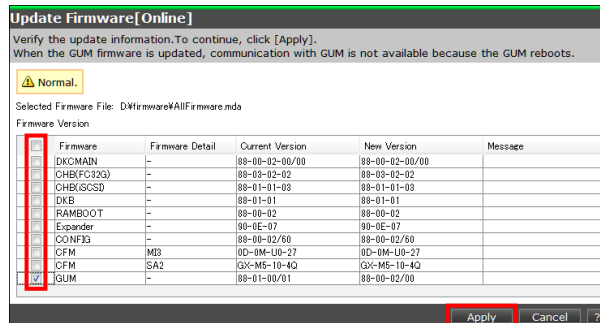


(8) Performing the firmware update

In the Firmware column in the “Update Firmware” window, select the firmware to be updated. The firmware to be selected differs between [1. GUM firmware update] and [2. All firmware update]. Select appropriate firmware for each update case according to the table below.

Update case	Firmware to be selected
[1. GUM firmware update]	GUM
[2. All firmware update]	All

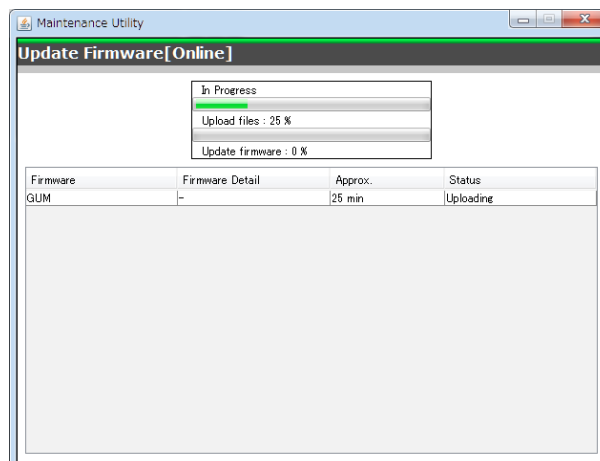
After selecting the firmware, click the [Apply] button.



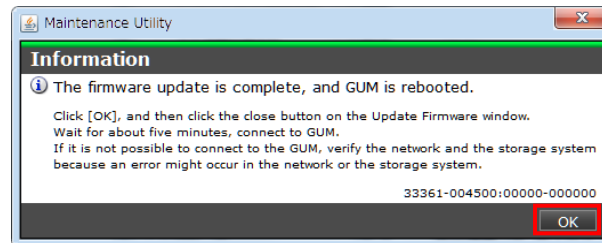
(9) Display the progress

NOTE : While displaying the progress window, do not close the window by the [×] button or log out of “Maintenance Utility” window. If the window is closed, perform the procedures from [Step \(2\)](#) to [Step \(5\)](#) and restart the work.

- When the window of [Step \(9\)](#) is displayed after [Step \(5\)](#):
The firmware update is in progress.
Keep the window open and wait to terminate it.
- When the window of [Step \(7\)](#) is displayed after [Step \(5\)](#):
The firmware update is suspended or completed. Select [Firmware] from the [Management] menu in the “Maintenance Utility” window and check the firmware version.
When the version is not changed, update the firmware again.

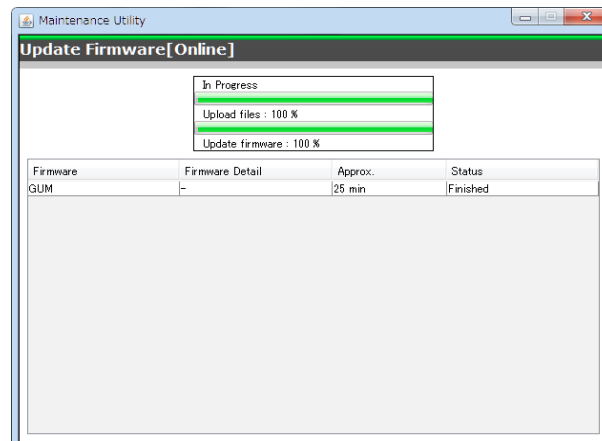


(10) Completion message



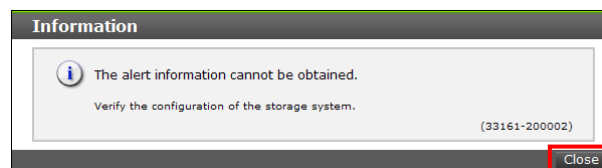
(11) Close the window.

Click the [×] button in the window to close the window.



(12) Restarting the “Maintenance Utility” window

- Connection between the Maintenance PC and the Storage System is disconnected by rebooting. Close the window of “Maintenance Utility”.
- Start the “Maintenance Utility” window in the “MPC” window.
- When restarting the “Maintenance Utility” window, the “Information” window is displayed. Then, click the [Close] button.



(13) Confirming the firmware version

Select [Firmware] from the [Management] menu of the “Maintenance Utility” window, and confirm the firmware version. If the firmware is not changed, update the firmware again.

[2. All firmware update]

After the GUM firmware update is complete, update all firmware that is not updated in the new installation procedure. Perform “[5.2.5 Online Firmware Update after New Installation](#)” [Step 2 \(2\)](#) to [\(13\)](#). In [Step 2 \(8\)](#), the firmware to be selected is different from that for [1. GUM firmware update]. Select the firmware according to the case of [2. All firmware update] in [Step 2 \(8\)](#).

5.2.6 Post Processing

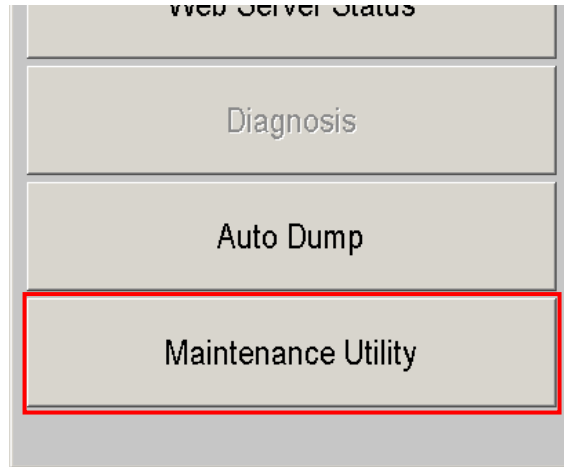
Check the completion of the storage system setup.

1. Enabling the antivirus software

Enable the antivirus software.

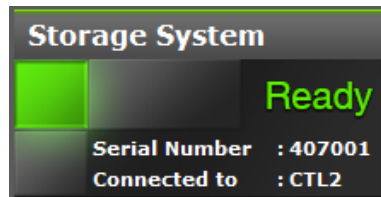
-
2. Logging in to the “Maintenance Utility” window

Click the [Maintenance Utility] button in the “MPC” window.



3. Check Status

Please make sure that it is displayed as the “Ready” status of the Storage System in the “Maintenance Utility” window.



Status	Procedure
Ready	The processing is not required.
Information	Some SIMs are not checked. Check the SIM contents. (After checking the SIMs, refreshing the window changes the status to “Ready”.) (*1)
Warning	There is a failed part. Check the “MAIN” window and the SIM, and then take a necessary action. (*1) (*2)
Power-on in progress	The Storage System power-on is in progress. Log out of it once, and log in to the “Maintenance Utility” window after a while.

*1: Refer to MAINTENANCE PC SECTION [“3.21 Alert Display”](#) for how to check SIMs.

*2: Refer to SIM RC SECTION ([SIMRC00-00](#)) for the contents of SIMs.

4. Confirming the Set Up Alert Notifications

See MAINTENANCE PC SECTION [“3.4.1.2 Procedure”](#) and check that the information different from the contents to be configured is not set by the [Email], [Syslog] and [SNMP] tabs in the “Set Up Alert Notifications” window. If it is set, delete or reset it as needed.

5. Restoring IIS configuration

When the IIS is used by an application other than the Maintenance PC software, restore the IIS configuration using the following command.

- Restore command

```
%systemroot%\system32\inetsrv\appcmd restore BACKUP "NAME_OF_BACKUP_A"
```

Specify the name of the acquired backup of the IIS configuration of the application other than the Maintenance PC Software before performing the New Installation procedure in “NAME_OF_BACKUP_A”.

6. Set the internal network again

If the internal network setting is changed to the default value before new installation, change back to the prior setting value.


To check and change the internal network setting, refer to MAINTENANCE PC SECTION [“3.6 Network Setting”](#).

5.2.7 Check Procedure

1. Check System Configuration

Check that the system configuration is initialized.

2. Check all MPs Firmware version

In the “Version” window, open the [MP Ver.(Curt./Running)] tab and the [MP Ver.(Curt./FM)] tab to check that the error icon  is not displayed. (See MAINTENANCE PC SECTION “[5.12.2.2 MP Ver.\(Curt./Running\)](#)” and “[5.12.2.3 MP Ver.\(Curt./FM\)](#)”).

To display the “Version” window, click the [Version] button in the “Maintenance” window.

3. Delete error log

Power ON/OFF the Storage System to make sure that the Storage System starts normally (Confirm that neither ALARM nor MESSAGE indicator of the Controller Chassis is lightened).

Delete all error log information from the Maintenance PC and transfer the Storage System to the user (See MAINTENANCE PC SECTION “[5.3.2 Log Delete](#)”).

5.3 Troubleshooting of New Installation of the Firmware

No.	Failure	Recovery action
1	When it displayed the “Media copy” dialog, The error occurred the “INS3005E”	<p>It is not setting correct Maintenance PC.</p> <p>(1) Check whether “MPC IP Address” in Storage Device List matches the IP address of the Maintenance PC.</p> <p>(a) If it is not match IP Address, it changes IP Address. Click the text of [MPC IP Address] on the top right of the screen of Storage Device List, and set the IP Address of Maintenance PC on the [Change MPC IP Address] dialog.</p> <p>(b) Reboot Maintenance PC.</p> <p>(2) Confirm a firmware media name of the drive that you specified in PC-Drive. D:\firmware\AllFirmware.mda D changes by the drive name that I appointed in PC-Drive.</p>
2	When it displayed the “Download Firmwares and Config” dialog, The “FTP Communication error” occurred	<p>It is not setting correct ftp server.</p> <p>(1) Open [User Accounts] from [Start] - [Control Panel]. Click the [Manage another account]. If “Manage Accounts” window is not display [bakeduser], perform MAINTENANCE PC SECTION “1.4 Maintenance PC Software Initial Installation/Update Installation” after starting the MAINTENANCE PC SECTION of “8.2 Maintenance PC Software Uninstallation”.</p> <p>(2) Set up the IIS/FTP server again (see MAINTENANCE PC SECTION “1.3.8 IIS/FTP Server Setup”).</p> <p>(3) Confirm the GUM IP address. Confirm whether the Storage System icon is the maintenance LAN address in MAINTENANCE PC SECTION Table 2-2. If it is not match IP Address, it changes IP Address.</p> <p>(4) Failed to connect to the Storage System.</p> <p>(a) Execute “1.5.2 Storage System Power Off (Planned Shutdown)” and “1.5.1 Storage System Power On”.</p> <p>(b) Reboot the Maintenance PC.</p> <p>(c) Execute “5. New Installation (Auto Define Configuration, All Firmwares)” again.</p>
3	When it displayed the “Download Firmwares and Config” dialog, The “Communication error has occurred.” occurred	<p>The Maintenance PC and the Storage system cannot communicate.</p> <p>(1) Execute “1.5.2 Storage System Power Off (Planned Shutdown)” and “1.5.1 Storage System Power On”.</p> <p>(2) Reboot the Maintenance PC.</p> <p>(3) Execute “5. New Installation (Auto Define Configuration, All Firmwares)” again.</p>

(To be continued)

(Continued from the preceding page)

No.	Failure	Recovery action
4	The error other than the above has occurred in the "Download Firmwares and Config" dialog.	(1) Execute "1.5.2 Storage System Power Off (Planned Shutdown)" and "1.5.1 Storage System Power On". (2) Reboot the Maintenance PC. (3) Execute "5. New Installation (Auto Define Configuration, All Firmwares)" again.
5	It displayed [SMT4555E] occurred	The Maintenance PC and the Storage System unmatched "System type". (1) Confirm whether the Storage System model name matches "Type" (Storage System type) of the Storage System icon in MAINTENANCE PC SECTION Table 2-2. (2) If it matched "System type", it executes REPLACEMENT SECTION "2.4 Replacing a Controller Board".
6	When the firmware update button is clicked, "Unable to launch the application." is displayed, and then an abnormal end occurs.	(1) If the version of JRE (Client) on the Maintenance PC is JRE7, install JRE8 or later. (2) Check that the "Use TLSv1.2" setting for Java is enabled. If the "Use TLSv1.2" setting is disabled, perform the TLS settings as shown in the following procedure. <ol style="list-style-type: none"> 1. Click the Windows Start button and open [Control Panel]. 2. Click the [Java] icon. 3. In the "Java Control Panel" window, open the [Advanced] tab. 4. Click [Advanced Security Settings] to confirm that [Use TLS1.2] is checked, and then click [OK].