Resolution for 6Gb RAID Updates

The new driver (2.10) and new flash bundle (June 22, 2011) have been causing issues for some end users. So here is a troubleshooting guide. The proper way to update from the previous version is as follows:

1. Current driver must be 2.07 and current flash must be April 18, 2011. This combination does not cause any issues.
2. First, update the driver to 2.10. When the driver successfully installs, do NOT restart.
3. Flash the card through the ATTO Configuration Tool. The process should take about a minute. When that updates successfully, THEN restart.
4. When you boot up into the OS, no issues should occur. Open the ATTO Configuration Tool. Make sure the driver version is properly displayed (2.10) and the flash date is displayed (June 22, 2011). This will indicate that the card is working normally.

There may be some scenarios where the update did not follow this procedure. This will help you get the card functioning again.

WINDOWS & LINUX

Flashing the card with the latest flash (2011_06_22) and then restarting before updating to the latest driver (2.10) causes either the system to hang before booting into Windows or not booting into Windows at all. If you have the same setup in Linux, the system might hang briefly as well. You can force a restart in both OS's if needed. In this case version 2.07 is already installed on the machine. If you do get into Windows and/or Linux, and in some cases you will, the adapter will show up as degraded in the ATTO Configuration Tool.

There have been a few exceptions where I have been able to get the card out of degraded mode without hard flashing from the ISO.

SIMPLE PROCEDURE (**WINDOWS & LINUX**) (*May not always work):

1. If you can not boot into Windows or Linux with R680 installed, then follow the steps in the HARD FLASH PROCEDURE below. If you can get into Windows or Linux (it may take a few minutes) but the R680 is in degraded mode, go to step 2.
2. Install driver 2.10 with the R680 in the machine. If driver does not successfully install, you will have to follow the steps in the HARD FLASH PROCEDURE below.
3. If flash date is shown (June 22, 2011) in the ATTO Configuration Tool along with a proper driver version then the card is out of degraded mode and functioning normally. If flash date is not

shown then flash card with 2011_06_22 flash bundle through ATTO Configuration Tool. Choose the appropriate bundle depending on what your specific OS is.

4. If flash is successful then restart. Check ATTO Configuration Tool. If proper driver version and flash are displayed, then card is functioning normally. If flash is not successful, card will have to be hard flashed with 2011_06_22 flash ISO.

MAC

If you have this setup (2.07, 2011_06_22 flash) in Mac OS, a kernel panic will occur as soon as the machine boots into the OS.

SIMPLE PROCEDURE **(MAC ONLY)** (*May not always work):

1. When the panic occurs, force shutdown.
2. Take the R680 out of the Mac and reboot. This will prevent the panic from keeping you out of the OS. The card should have the latest flash (2011_06_22) and the driver should be 2.07.
3. Install driver 2.10 without the R680 installed in the Mac. (Note: This can only be done in Mac.) If for some reason you can not install driver 2.10, then you will have to follow the steps in the HARD FLASH PROCEDURE below.
4. After the driver installs, shut down the Mac.
5. Re-insert the R680 into the Mac and power back on. If you successfully boot into the OS (no kernel panic), check the ATTO Configuration Tool to see if the driver version and flash date are displayed. If both of them are displayed properly, then the card is functioning normally.

HARD FLASH PROCEDURE - Please follow the necessary steps to solve this issue:

1. Make sure driver 2.07 is already installed is in the machine you are using with the R680.
2. Burn the .iso (2011_04_18) file as a disk image to a blank cd with any burning program. This will be used to hard flash the card back to the previous flash.
3. When the burn completes, put the CD in a PC or Intel-based Mac. You will need one of these machines because the hard flashing utility uses DOS.
4. Insert the R680 into the PC or Intel-based Mac and boot from the CD.
   Note: To boot from a CD on a Mac, hold down the "C" key when the computer is starting up.
   Note: To boot from a CD on a PC, this *must* be enabled in the BIOS boot sequence, or your BIOS *must* have a boot menu option. On Dell BIOS's this is usually done by pressing the F11 key at POST. ASUS usually uses the F8 key at POST. When the menu comes up, choose the CDROM drive (optical drive) as the boot device.

5. If the boot is successful, you will see a blue screen that will ask you to press the Enter key within 30 seconds to boot to DOS.
   Note: If you do not press the Enter key within 30 seconds it will boot to your hard drive

6. After DOS loads, the ATTO Flash Program will automatically start. You will see 6 options:
   1. Flash with BIOS
   2. Flash with x86
   3. Flash with x64
   4. Flash without BIOS or EFI
   5. Erase boot images without updating
   6. Quit

   Choose the option that corresponds to the OS or machine you are running. x64 for 64-bit, x86 for 32-bit.
7. The Flash of the ATTO adapter will now be modified. The ATTO Flash Program should tell you what it is doing.
8. After a successful flash, you should see a PASS banner and the computer will tell you to restart.
9. Reboot into your operating system and open the ATTO Configuration Tool -- it should now report a proper driver (2.07) and a flash version (April 18, 2011).
10. Now install the new driver (2.10). Make sure it is the appropriate driver if it is 32-bit (x86) or 64-bit (x64). When this is finished installing, do NOT restart.
11. Now flash the card with the latest flash bundle (2011_06_22). Make sure you use the EFI-x64 for 64-bit, x86 for 32-bit. It should take about a minute or so to flash the card. After the ATTO Configuration Tool says that the flash has been successfully update, reboot the machine.
12. The machine should boot into Windows normally. When Windows boots up, open the ATTO Configuration Tool and check if the driver (2.10) and the flash (June 22, 2011) are being displayed. This indicates the card is functioning normally.