



# Quantum Scalar i500 Library Firmware Upgrade/Downgrade

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This document describes how to upgrade and downgrade Scalar i500 library firmware using the Web client. This document covers:

- [Obtaining Library Firmware](#) on page 1
- [Upgrading Library Firmware](#) on page 2
- [Downgrading Library Firmware](#) on page 4

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## Obtaining Library Firmware

Required item: Computer with Internet access

- 1 Using a Web browser on a computer, go to <http://www.quantum.com/ServiceandSupport/SoftwareandDocumentationDownloads/SI500/Index.aspx>.
- 2 Click the **Firmware** tab to display the latest version of library firmware.
- 3 If your library is running an earlier version of firmware, contact Quantum Support to receive the latest version. Click the **Contact Quantum Support** link on the Web site for contact information.
- 4 The firmware upgrade file is a **.tgz** file. You may receive this file zipped in a **.zip** file. If so, extract the **.tgz** file from the **.zip** file.
- 5 Place the **.tgz** file in a known location on your computer. Do not open or unzip the **.tgz** file. You will upload the **.tgz** file onto the library.
- 6 Continue with [Upgrading Library Firmware](#) on page 2.

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# Upgrading Library Firmware

Upgrading library firmware can take up to an hour for large configurations.

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**Caution:** After the firmware update process starts, you must wait until it completes. Do not interrupt the process or loss of data or library operability could occur.

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**Note:** This operation should not be performed concurrently by multiple administrative users logged in from different locations. You can access the appropriate Web client screens, but you cannot update library firmware while another administrative user is performing the same operation.

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- 1 Stop any processes on the host application that are communicating with the library. The library will be rebooted as part of the upgrade.
- 2 If you are currently running any version of firmware other than 320G.GS004 or 400G.GS006, skip this step. If you are currently running firmware version 320G.GS004 or 400G.GS006, you must first install and run the **Library Service Utility** before you upgrade the firmware. (If you do not first run the Library Service Utility, the firmware upgrade may not complete successfully.) For instructions, see the *Library Service Utility Installation Instructions* included in the .zip file that contains the firmware download files. When finished running the Library Service Utility, continue to [Step 3](#).
- 3 Access the library using the Web client.
- 4 Recommended: Capture a library snapshot (from the Web client, select **Tools > Capture Snapshot**).  
  
The library snapshot file saves status information and trace logs for library components, which may assist with problem analysis in the unlikely event that the firmware upgrade fails and a library snapshot cannot be captured after the upgrade attempt.
- 5 Recommended: Save the library configuration (from the Web client, select **Tools > Save/Restore Configuration**).
- 6 Recommended: Resolve and close all open RAS tickets before updating firmware.
- 7 From the **Tools** menu, select **Update Library Firmware**.  
  
The **Tools - Update Library Firmware** screen displays.
- 8 Click **Browse**.
- 9 Locate the firmware .tgz file that you obtained in [Obtaining Library Firmware](#) on page 1 and click **Open**.
- 10 Click **Apply**.

A confirmation dialog box displays asking you to confirm the firmware update and library reboot.

**11 Click OK.**

A Progress Window opens and displays information about the status and elapsed time of the firmware update.

**12 Do one of the following:**

If this happens...	Do this...
The upgrade succeeds	The Progress Window closes automatically and the library reboots. You will need to log back on to the library once it has finished rebooting. Wait for the library to completely reboot and continue with <a href="#">Step 13</a> .
The upgrade fails	The Progress Window displays "Failure." Follow the instructions listed in the Progress Window to resolve any issues that occurred during the operation. The library will automatically reload the previous version of library firmware and library configuration.

**13 Before logging on to the library, clear the Web browser's cache.**

**14 To verify that the library firmware update was successful, do the following:**

**a Log on to the Web client.**

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**Note:** If the library has not finished rebooting, an error page or message displays when you try to access or log on to the Web client. If the reboot process fails, the library will retry every 10 minutes until the library successfully restarts.

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**b From the Reports menu, select About > Scalar i500.**

The **About Scalar i500** screen displays.

**c Verify the correct firmware version displays on the screen.**

**15 Save the library configuration (from the Web client, select Tools > Save/Restore Configuration).**

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## Downgrading Library Firmware

You can downgrade library firmware to an earlier version following the same instructions as for the upgrade, with the following notes and exceptions:

- If you downgrade from one major firmware version to an earlier major version, library configuration settings will be reset to the factory defaults. Once you downgrade, you cannot restore a configuration file that was saved with a later version of firmware. You can, however, restore a configuration file that was saved when the earlier version of library firmware was installed on the library, or you can manually reconfigure your library's settings. For more information, see the *Scalar i500 User's Guide*.
- If the library is running firmware version 400G or later, the following restrictions on downgrading apply:
  - If your library is Quantum branded, you can downgrade to firmware version 400G or later. (There is no earlier version of Quantum-branded firmware.)
  - If your library is ADIC branded and has Fibre-Channel I/O blades installed, you can downgrade to firmware version 400G or later. Firmware versions 320G and lower do not support Fibre Channel I/O blades. If your library does not have FC I/O blades, you can downgrade to an earlier version of firmware.
- If you purchased your library after October 15, 2008, you cannot downgrade library firmware to a version earlier than 520G.
- If your library is running firmware version 600G or later, you can only downgrade library firmware to version 410G or later. If you need to downgrade to a version earlier than 410G, contact Quantum Support for assistance.

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