iXsystems Servers
LSI 9300-xx Firmware Update

Version 1.0

Contents

1 Firmware Information

Servers with the LSI 9300 HBA may experience some performance issues causing the controller to reset when using SATA HDDs.

iXsystems has worked with Broadcom to provide a firmware update that resolves the controller reset issue. If you have the LSI 9300 HBA with firmware version 16.00.12.00 or earlier installed and would like to resolve the occasional controller reset from this issue, follow these instructions. Please note that the firmware update is only available from iXsystems."

Please Note: This problem only applies to firmware versions below *16.00.12.00* and only affects SATA drives. SAS drives are not affected.

2 Instructions

Download the firmware .zip file included by visiting: https://www.ixsystems.com/community/resources/lsi-9300-xx-firmware-update.145/download

Copy this zip file to the Server to be updated. Using the command line on the server, extract the .zip file and `cd` to the directory where you extracted the firmware file

Run: `sas3flash -o -f SAS9300_xx_IT.bin`

Example output when flashing a 9300-8i:

```
root@freenas# sas3flash -o -f SAS9300_8i_IT.bin
Avago Technologies SAS3 Flash Utility
Version 16.00.00.00 (2017.05.02)
Copyright 2008-2017 Avago Technologies. All rights reserved.

Advanced Mode Set

Adapter Selected is a Avago SAS: SAS3008(C0)

Executing Operation: Flash Firmware Image

Firmware Image has a Valid Checksum.
Firmware Version 16.00.12.00
Firmware Image compatible with Controller.

Valid NVDATA Image found.
NVDATA Major Version 0e.01
Checking for a compatible NVData image...

NVDATA Device ID and Chip Revision match verified.
NVDATA SubSystem Vendor and SubSystem Device ID match verified.
NVDATA Versions Compatible.
Valid Initialization Image verified.
Valid BootLoader Image verified.

Beginning Firmware Download...
Firmware Download Successful.

Verifying Download...

Firmware Flash Successful.

Resetting Adapter...
Adapter Successfully Reset.

NVDATA Version 0e.01.00.07
Finished Processing Commands Successfully.
Exiting SAS3Flash.
```

You will see the above output when the firmware update is complete. If you experience any issues, please contact iXsystem.

3 Contacting iXsystems

For assistance, please contact iX Support:

Contact Method	Contact Options
Web	https://support.ixsystems.com
Email	support@iXsystems.com
Telephone	Monday-Friday, 6:00AM to 6:00PM Pacific Standard Time: ・US-only toll-free: 855-473-7449 option 2 ・Local and international: 408-943-4100 option 2
Telephone	Telephone After Hours (24x7 Gold Level Support only): ・US-only toll-free: 855-499-5131 ・International: 408-878-3140 (International calling rates will apply)