



## Product Support Notice

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PSN # PSN005392u

Original publication date: 16 April 2019. This is Issue #01

Severity/risk level

N/A

Urgency

When Convenient

Publication date: 17 April 2019

### Name of problem

IP Office 700514262 – Dell ACP110 P3 Server IPO Server Edition updated RAID configuration to support Media Manager

### Products affected

IP Office Dell ACP110:

700514262 – Dell ACP110 P3 Server IPO Server Edition

### Problem description

The Avaya ACP110 Profile 3 server comes equipped with 4 600GB 10K SAS hard drives. The disks are setup as a single RAID 6 1.2 TB virtual disk. This PSN provides the instructions to convert this setup into 2 RAID 1 600GB virtual disks which eliminates the need to order a separate hard disk for the Media Manager application. In addition, this will provide enhanced hard disk failure mitigation for the Media Manager content on a RAID 1 array. This instruction is not required for servers that are not implementing the Media Manager application

### Resolution

#### WARNING:

Implementing these changes to the ACP110 RAID configuration will result in the loss of the data on the virtual disk that is hosting the IP Office SE solution. The IP Office SE solution will need to be re-installed and re-configured after the RAID controller configuration is changed. If the server has already been deployed, it is recommended that the backup and restore procedure in Chapter 9 of the following document is used to ensure the down time is minimized.

Deploying IP Office™ Platform Server Edition Solution: <https://downloads.avaya.com/css/P8/documents/101048892>

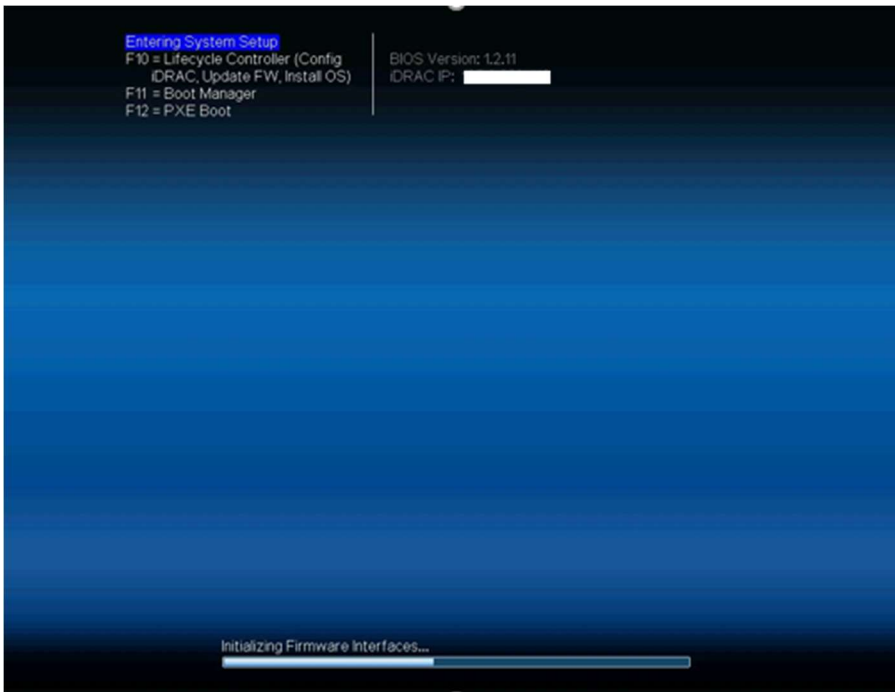
## RAID Configuration:

### Introduction

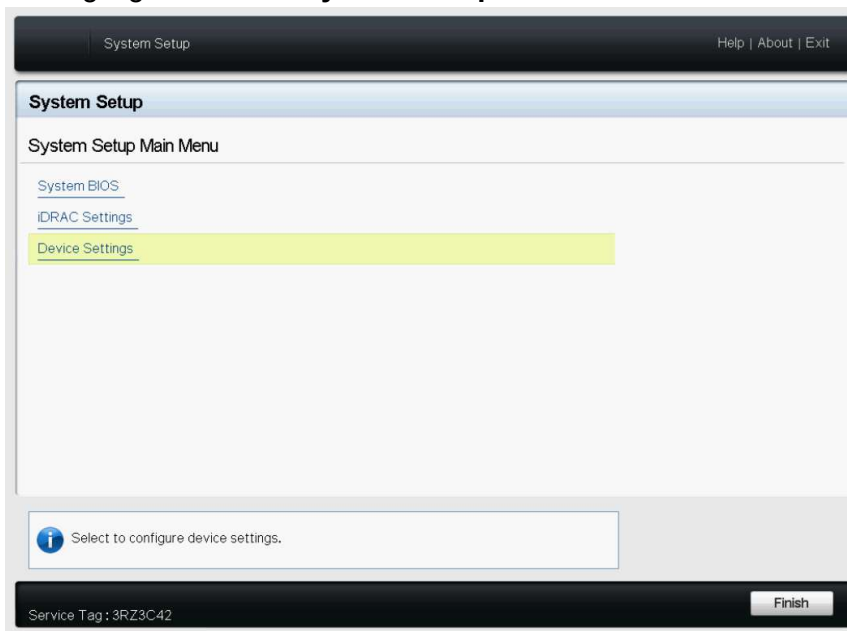
The following procedure describes how to configure the Avaya Dell R640 RAID controller (H730P Mini) for Avaya ACP 110 RAID Array configuration used on the IP Office.

A monitor, USB keyboard and mouse are required to configure the RAID Controller.

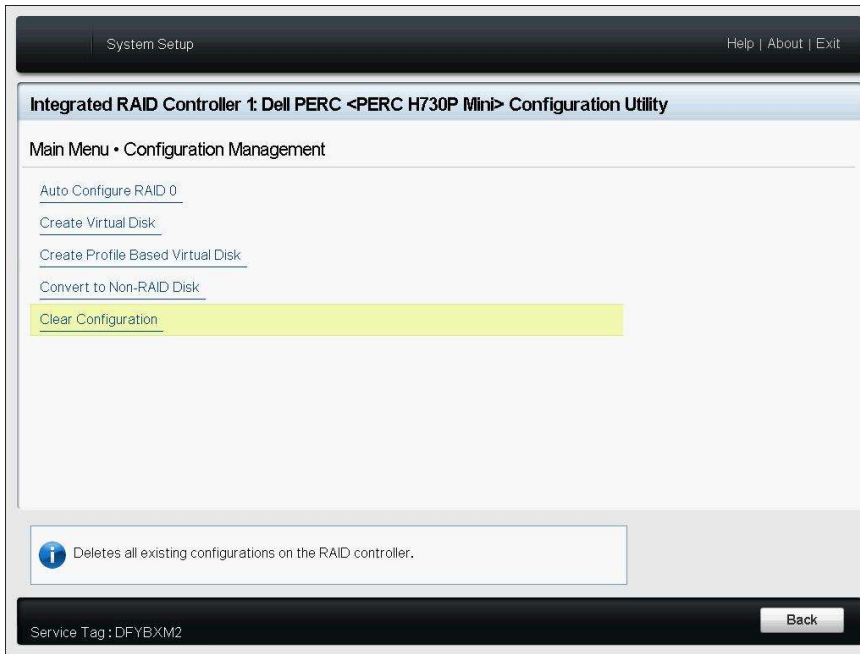
1. Connect Monitor, USB keyboard and mouse to server.
2. Power up server.



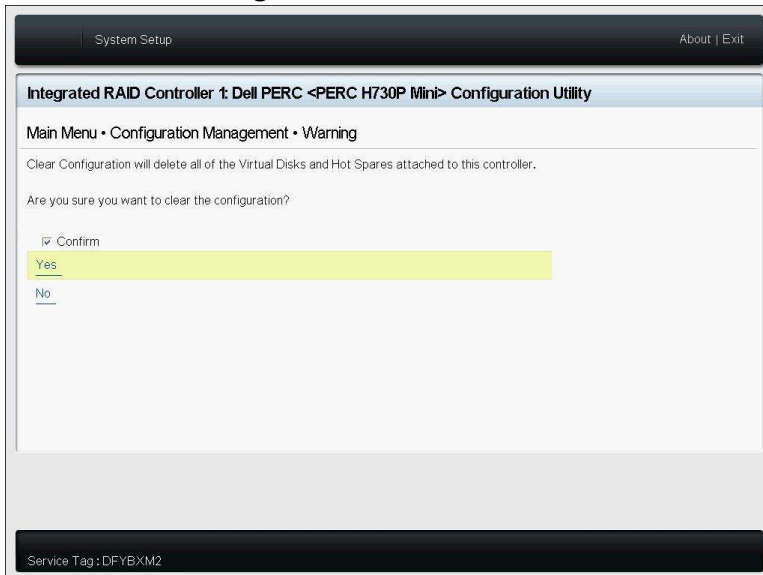
3. Select **<F2> System Setup** when hardware boot screen appears. Blue highlight indicates **System Setup** Menu selected.



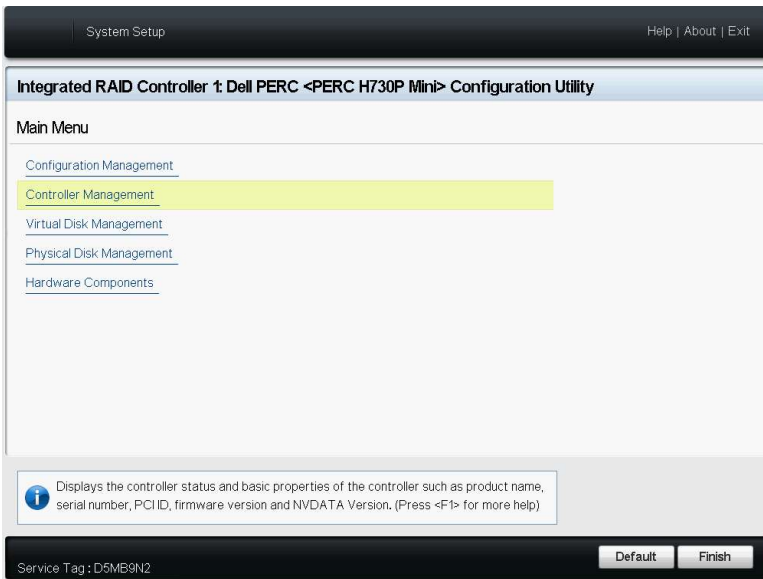
4. Clear any existing Array first by selecting **Device Settings/Integrated RAID Controller 1: Dell PERC H730P Mini> Configuration Utility/Configuration Management/Clear Configuration**.



### Select **Clear Configuration**.



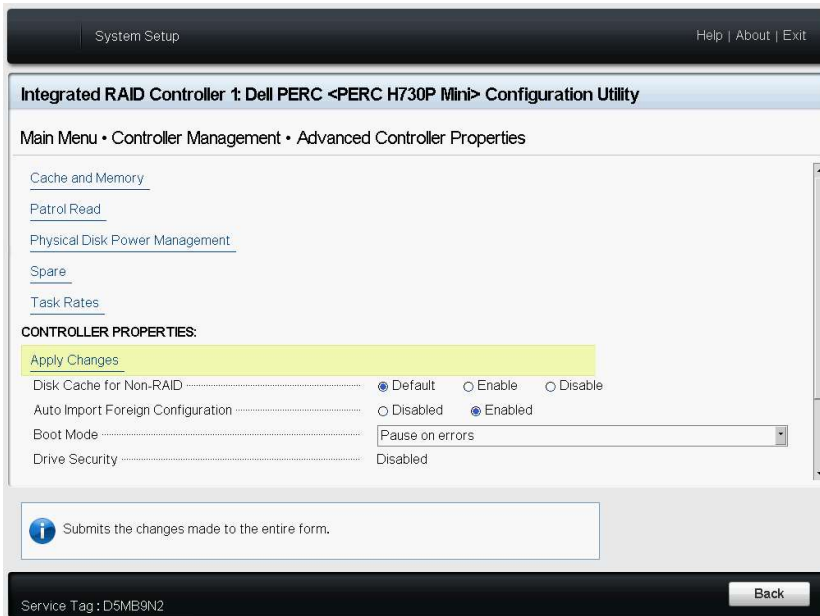
Confirm by checking Confirm box, selecting **Yes/Confirm** and then selecting **OK**.



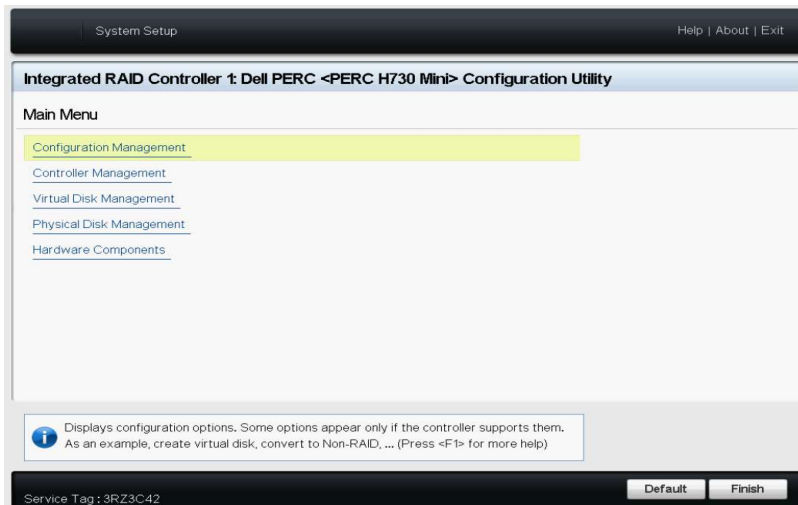
5. Select Back and then **Controller Management**.



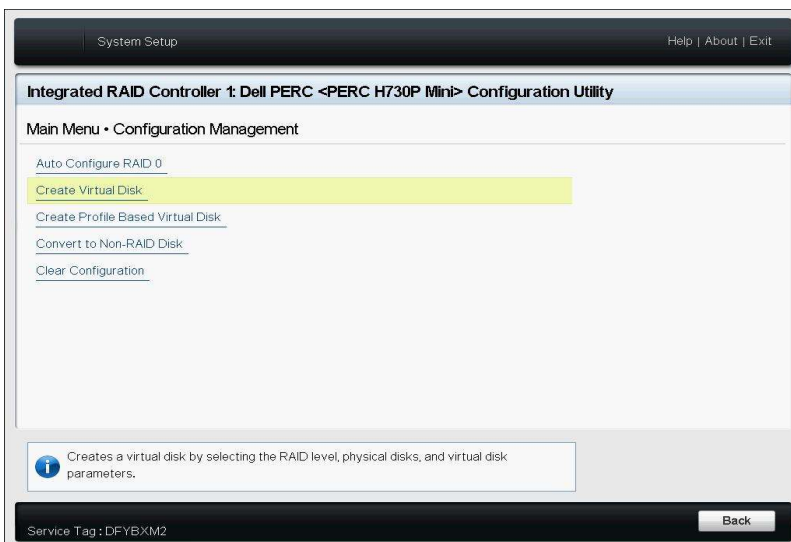
6. Select **Advanced Controller Properties**.



7. Set Auto Import Foreign Configuration to **Enabled** and Select **Apply changes/OK**. Select **Back**.

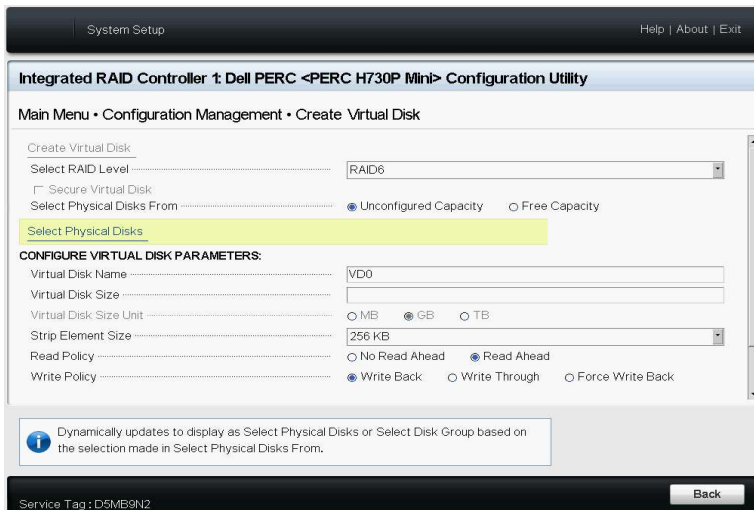


8. Select **Configuration Management**.



9. Select **Create Virtual Disk**. If there is not an option to create a Virtual Disk then all disks in system must already be assigned to an Array. **Clear Configuration** (see steps above) will need to be run

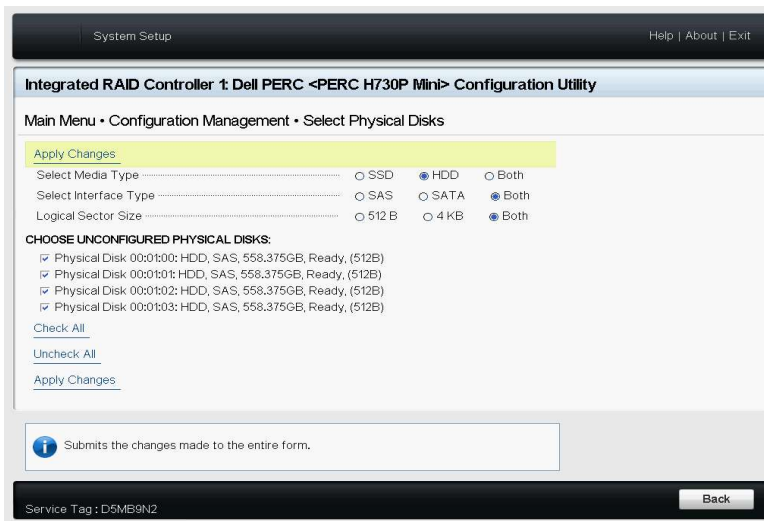
before creation of new Virtual Disk can be performed.



10. On the screen shown above select the RAID level to **RAID1** and **Virtual Disk Name** is entered as **VD0** (**Note this step will be repeated for VD1**). Set the **Strip Element Size** to **256KB** and then scroll down and select **Fast Default Initialization**. Next press **Select Physical Disks**.

Avaya ACP 1XX:

Profile 3 IPO SPECIFIC = 4x600GB -> 2x600GB RAID 1 – VD0, VD1



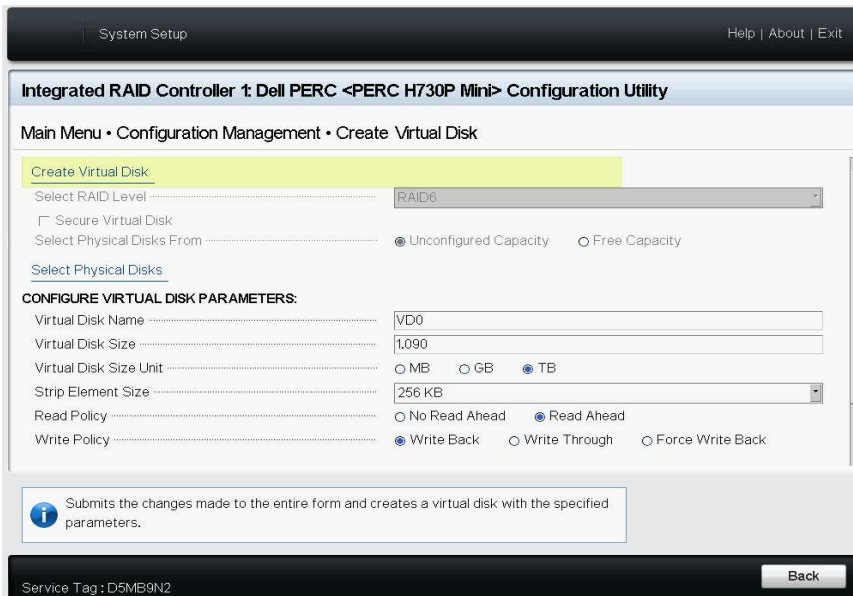
**For the Profile 3 IPO configuration**

Physical Disks 00 and 01 must be selected for the 600GB VD0 in a RAID 1 configuration.

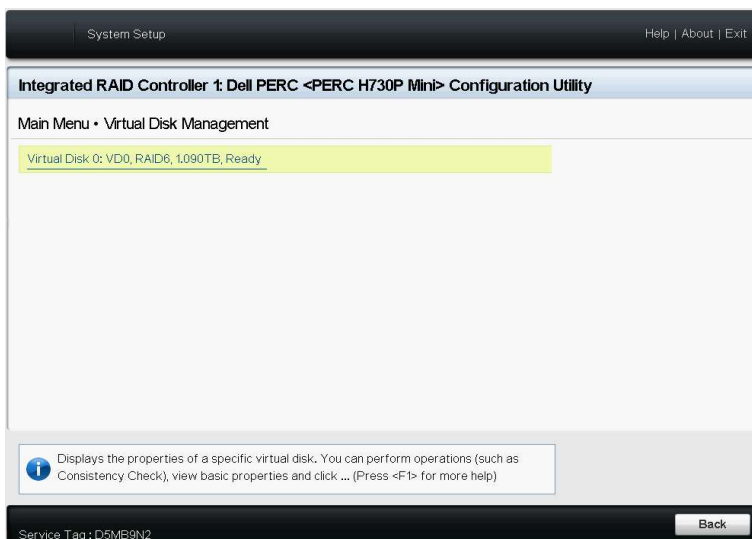
Physical Disks 02 and 03 must be selected for the 600GB VD1 in a RAID 1 configuration.

(Note: In the example above 4 HDDs are selected but for IPO only 2 disks should be selected).

Then select **Apply Changes** and then **OK**.



11. Check that Virtual Disk size is approximate expected size. Now select **Create Virtual Disk**, then **Confirm/select yes/OK**. New Virtual Disk has now been created.



12. If this only 1 Virtual disk has been created (VD0), select back and repeat steps 9-12 for VD1. Once both VD0 and VD1 have been created, select **Back/Back** and then select **Virtual Disk Management**. Newly created disk will be displayed. Selecting this link will provide more information about the Virtual Disk. See below.

## Integrated RAID Controller 1: Dell PERC <PERC H730P Mini> Configuration Utility

Main Menu • Virtual Disk Management • Virtual Disk 0: VD0, RAID6, 1.090TB, Ready

Operation ..... Select operation

**BASIC PROPERTIES:**

Name ..... VD0

Raid Level ..... RAID6

Status ..... Ready

Size ..... 1.090 TB

[View Associated Physical Disks](#)

[Advanced...](#)

Select **Back/Back/Finish/Finish/Finish** to escape configuration menus. Server RAID configuration is complete and Virtual Drive has been created available for software installation.

### Server Data Storage capacity

RAID Configuration	Raw Storage	Usable Capacity in Terabytes	Usable Capacity in Tebibytes <sup>1</sup>	ACP Base Profile (no optional HDDs)
1	2x600GB + 2x600GB = 2.4TB	VD0 = 600GB VD1 = 600GB	VD0 = 0.545 VD1 = 0.545	3 IPO

1. Operating systems may calculate data storage space in Tebibytes

### Workaround or alternative remediation

N/A

### Remarks

Avaya has completed testing on both the updated RAID configuration. No issues were found, and the upgrades did not affect the server performance or operation. It is recommended that customers who use the Media Manager application apply adopt this new configuration.

This change is also in the process of being implemented at the factory. All new ACP110 servers built with IP Office will come with this RAID 1 setup as the new default configuration.

## Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

Yes

Download

N/A

Patch install instructions

n/a

Service-interrupting?

Yes



## Verification

n/a

## Failure

n/a

## Patch uninstall instructions

n/a

## Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

### Security risks

N/A

### Avaya Security Vulnerability Classification

N/A

### Mitigation

N/A

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