



## Product Support Notice

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PSN # PSN006129u

Original publication date: 2-Nov-2022. This is Issue #01, published date: 2-Nov-2022. Severity/risk level N/A Urgency When Convenient

### Name of problem

IP Office 700516316 – ASP DELL R640 CLv2 Base Server P3 IPO Replacement Server updated RAID configuration to support PERC H750 RAID Controller

### Products affected

IP Office Dell ACP110:  
700516316 – ASP DELL R640 CLv2 Base Server P3

### Problem description

The Avaya ASP 110 Profile 3 server now comes equipped with a PERC H750 RAID controller that replaces the PERC H730 RAID controller. This instruction is not required for 700514262 ASP 110 Dell R640 Server P3 IPO Server Edition servers that are preconfigured with software and are not required for PERC H730 equipped 700515523 ASP DELL R640 CL BASE SERVER P3 replacement servers.

When ordering a replacement server 700516316 (ASP DELL R640 CLv2 Base Server P3), it will come equipped with the H750 controller. An extra RAID Controller configuration step must be performed that will allow the server to boot successfully after the software installation. Included in this solution is a detailed description of all steps required to commission a replacement server equipped with a PERC H750 Raid Controller.

### 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 downtime is minimized.

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

### Replacement Server Configuration Steps:

#### System BIOS:

#### Introduction

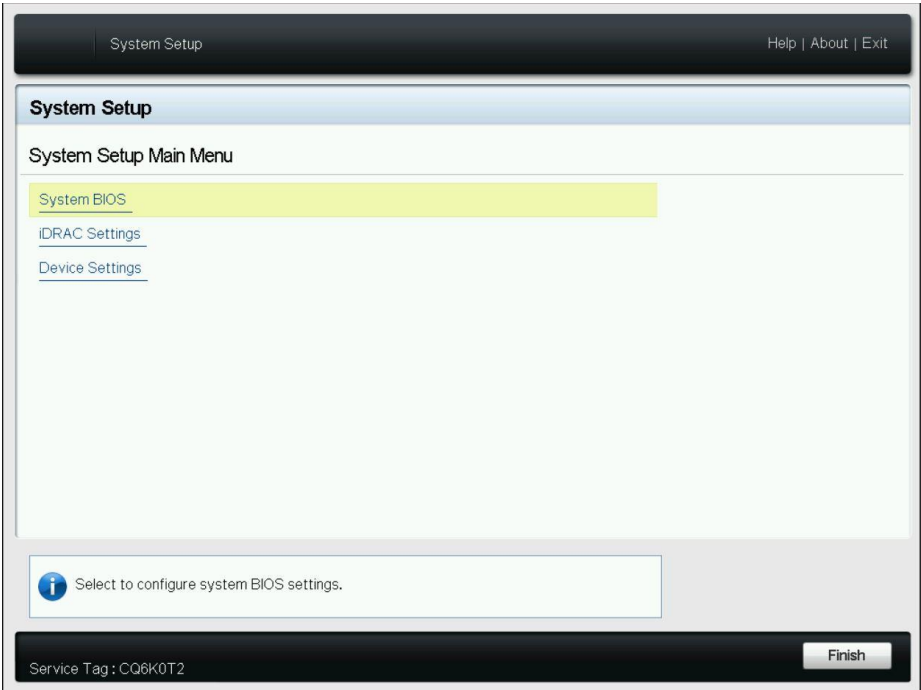
The following procedure describes how to configure the Avaya Dell R640 BIOS and RAID controller (H750) for Avaya ACP 110 profile 3 replacement server used on the IP Office.

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

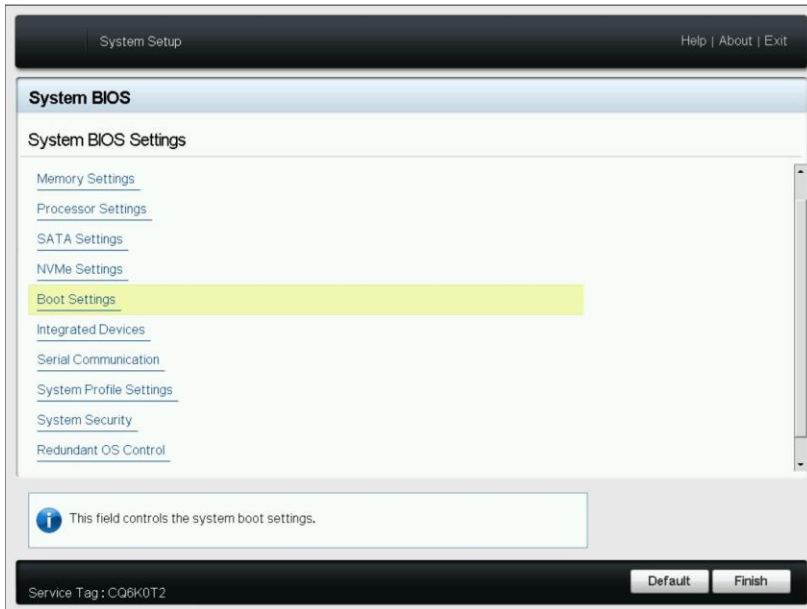
1. Connect Monitor, USB keyboard, and mouse to the server.
2. Power up the server.



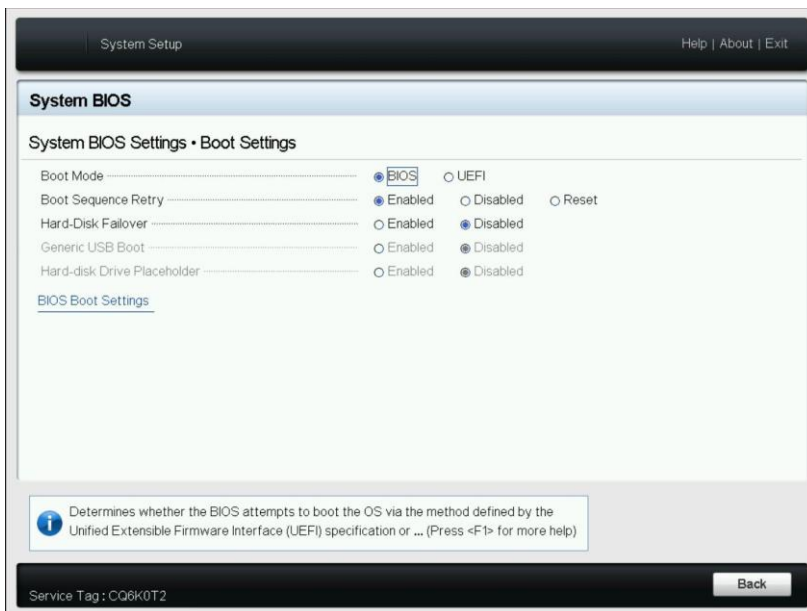
3. Select <F2> **System Setup** when the hardware boot screen appears. A blue highlight indicates **System Setup** Menu selected.



4. Select System BIOS



5. Select Boot Setting



6. Change BOOT MODE to BIOS – then select Back and Finish to return to the System Setup Main Menu

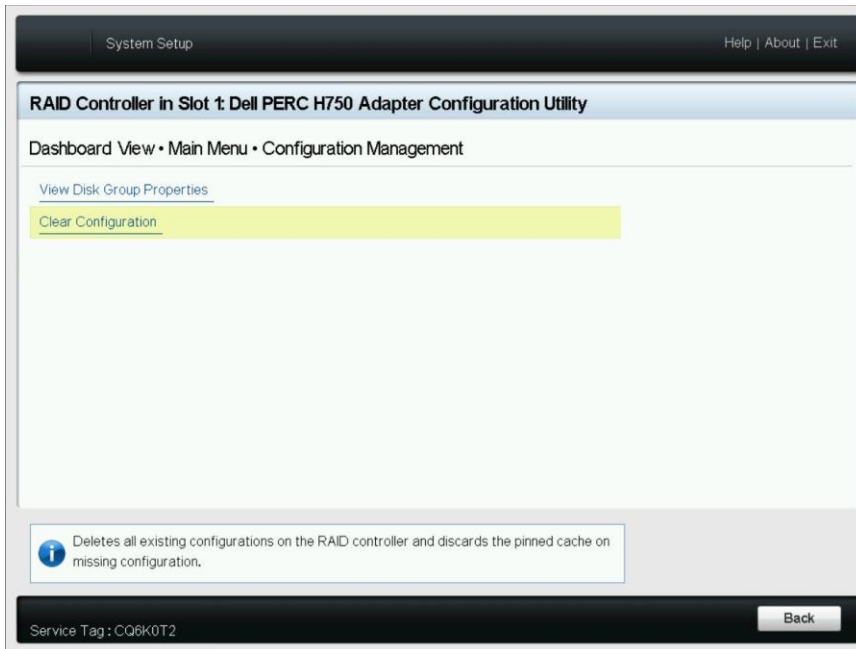
**RAID Configuration:**

Server Data Storage Capacity

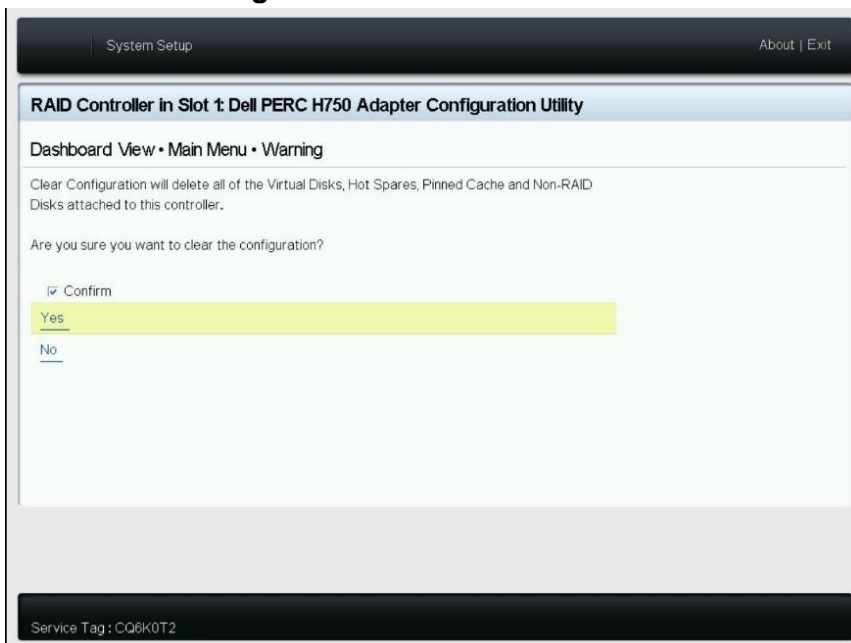
RAID Configuration	Raw Storage	Usable Capacity in Terabytes	Usable Capacity in Tebibytes <sup>1</sup>	ACP Base Profile (no optional HDDs)
1	2x600GB + 2x600GB = 2.4TB	VD0 = 600GB VD1 = 600GB	VD0 = 0.545 VD1 = 0.545	3 IPO

1. Operating systems may calculate data storage space in Tebibytes

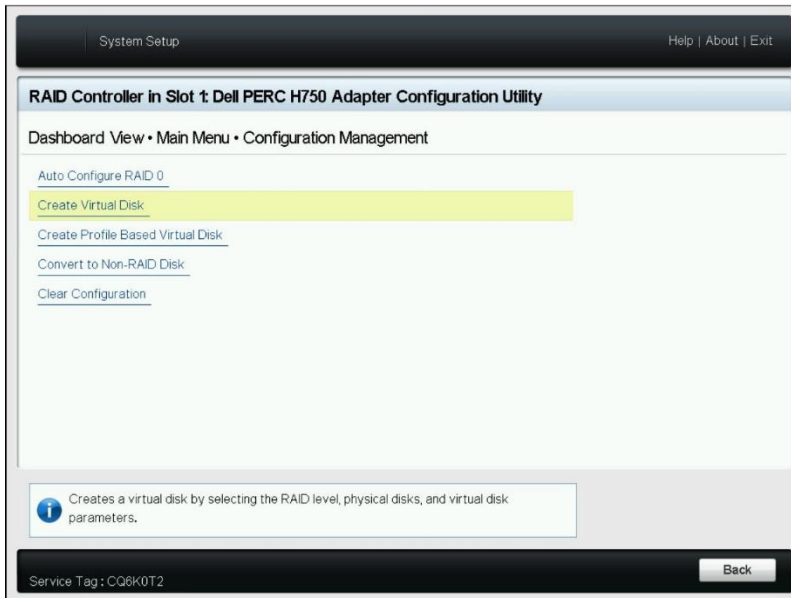
1. Clear any existing Array first by selecting **Device Settings/Integrated RAID Controller in Slot 1: Dell PERC H750 Adapter > Configuration Utility/Configuration Management/Clear Configuration**.



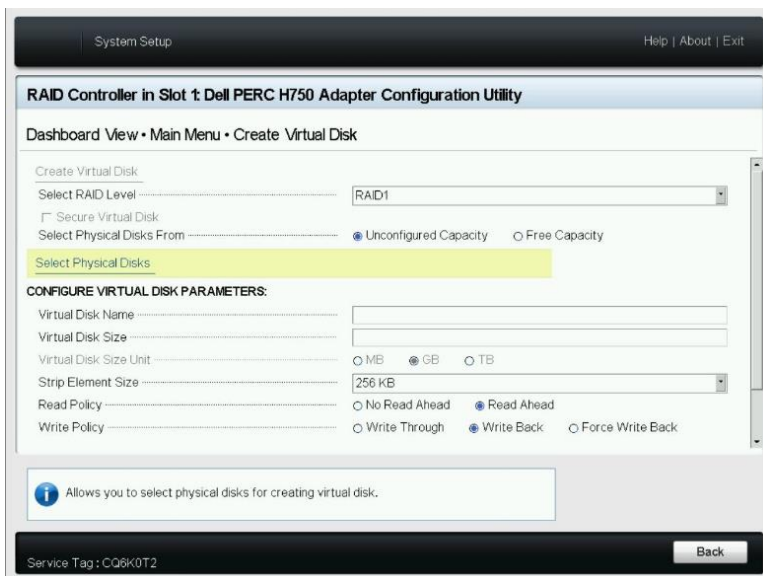
Select **Clear Configuration**.



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



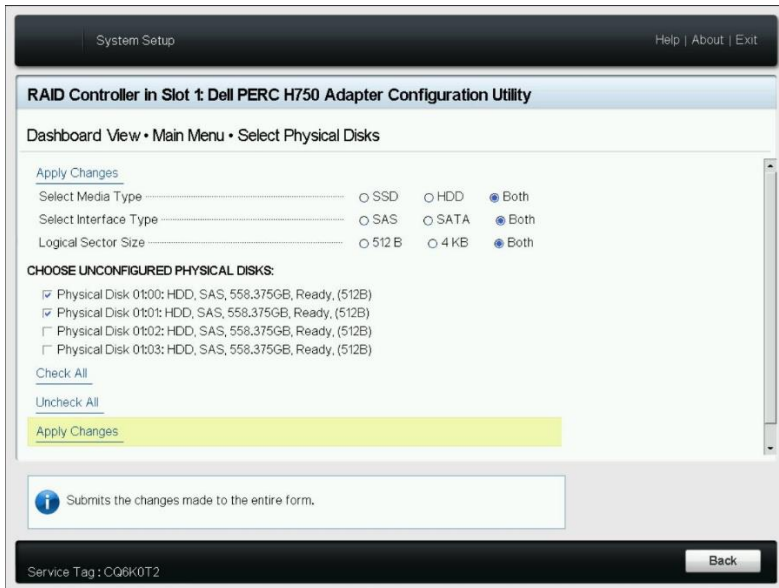
2. Select **Create Virtual Disk**. If there is no option to create a Virtual Disk then all disks in the system must already be assigned to an Array. **Clear Configuration** (see steps above) will need to be run before the creation of a new Virtual Disk can be performed.



3. On the screen shown above select the RAID level to **RAID1** and the **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**.

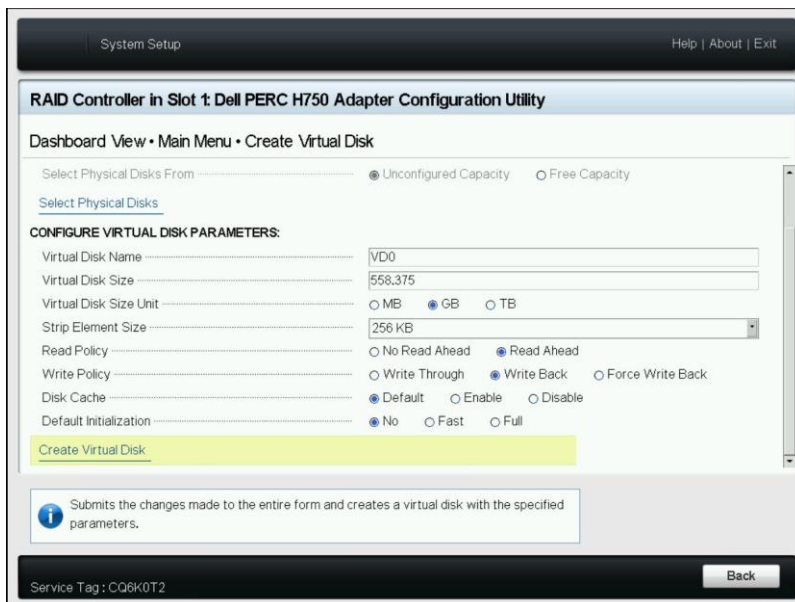
Avaya ACP 1XX:

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

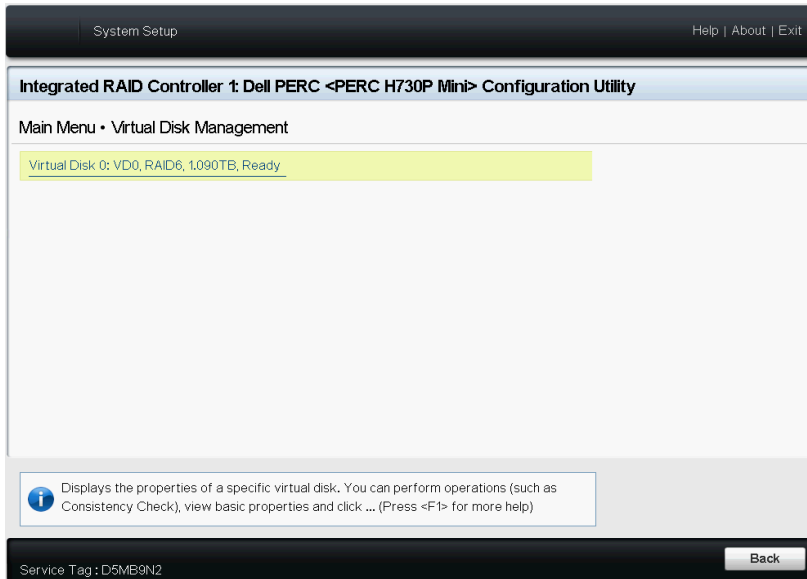


### For the Profile 3 IPO configuration

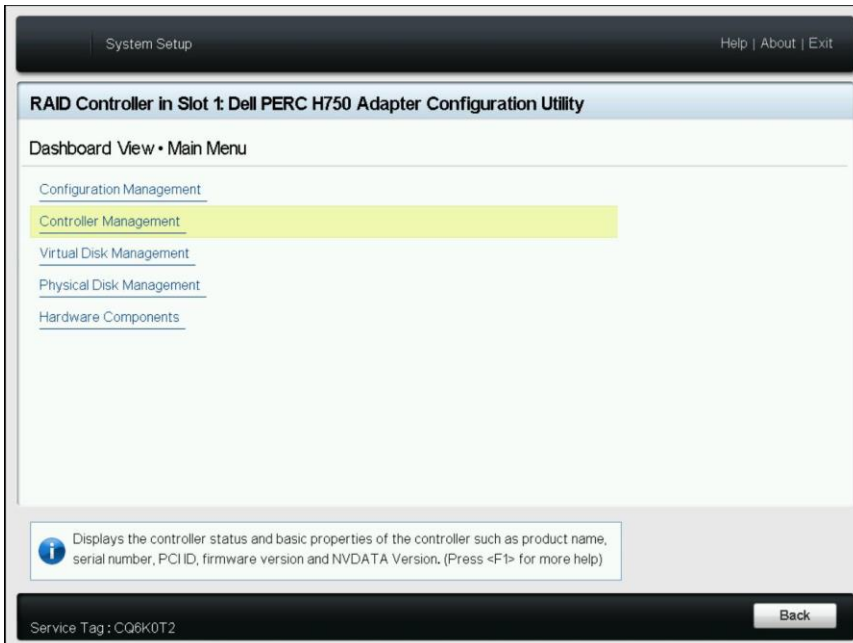
Physical Disks 00 and 01 must be selected for the 600GB VD0 in a RAID 1 configuration. Physical Disks 02 and 03 must be selected for the 600GB VD1 in a RAID 1 configuration. Then select **Apply Changes** and then **OK**.

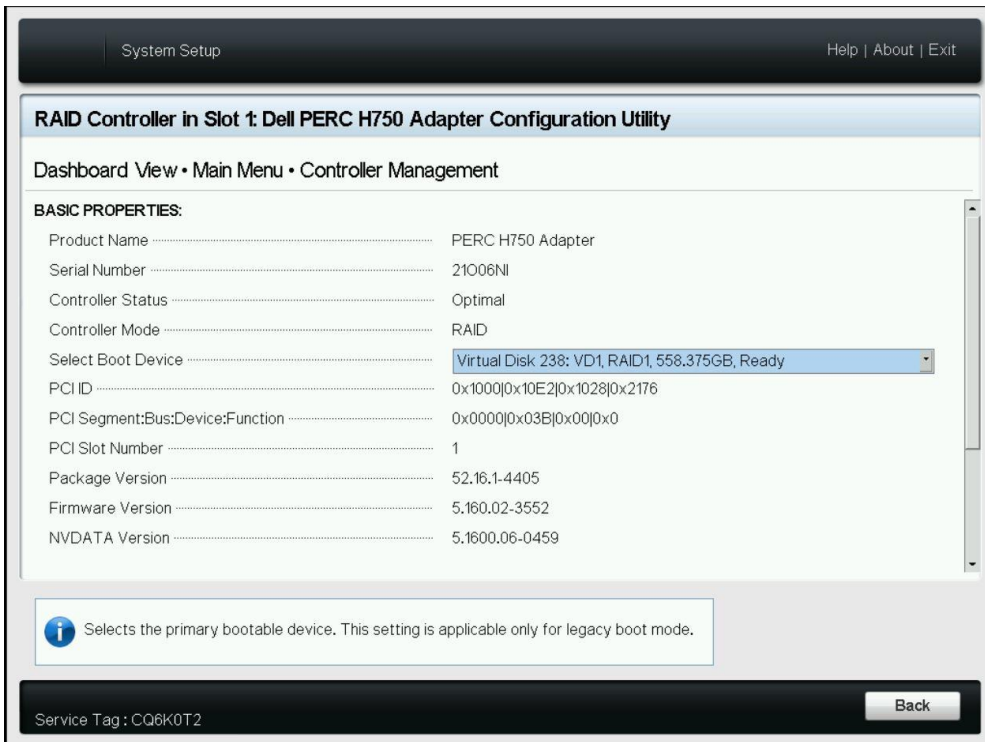


4. Check that the Virtual Disk size is the approximate expected size. Now select **Create Virtual Disk**, then **Confirm/select yes/OK**. A new Virtual Disk has now been created.

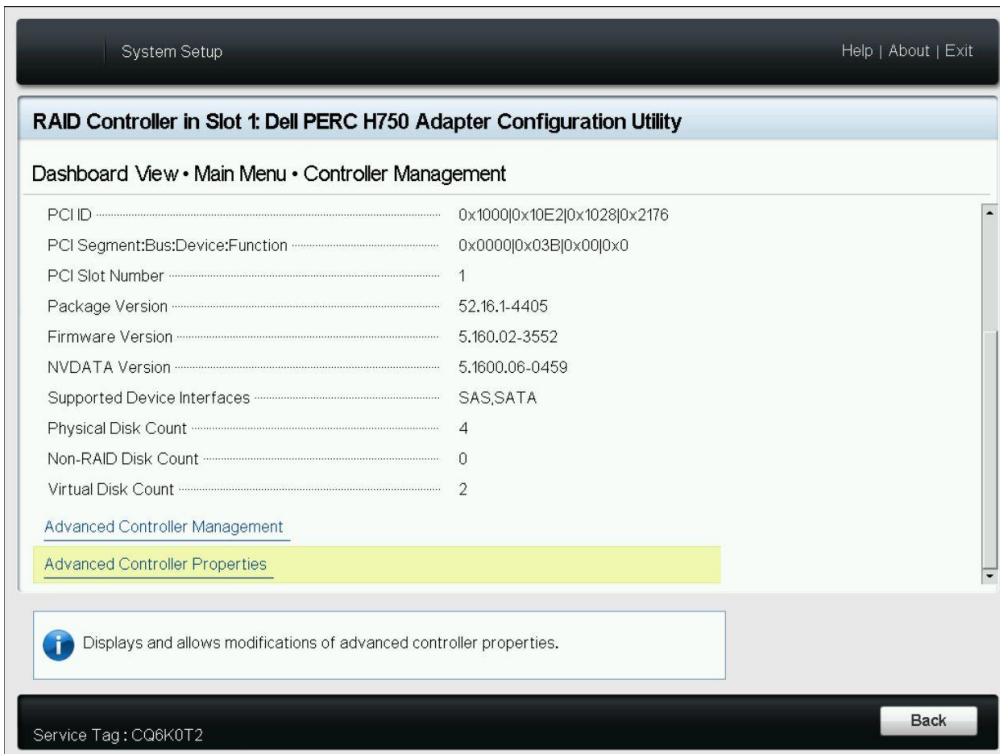


5. If only 1 Virtual disk has been created (VD0), select back and repeat steps 2-5 for VD1
6. Once both VD0 and VD1 have been created, select **Back/Back** and then select **Controller Management**



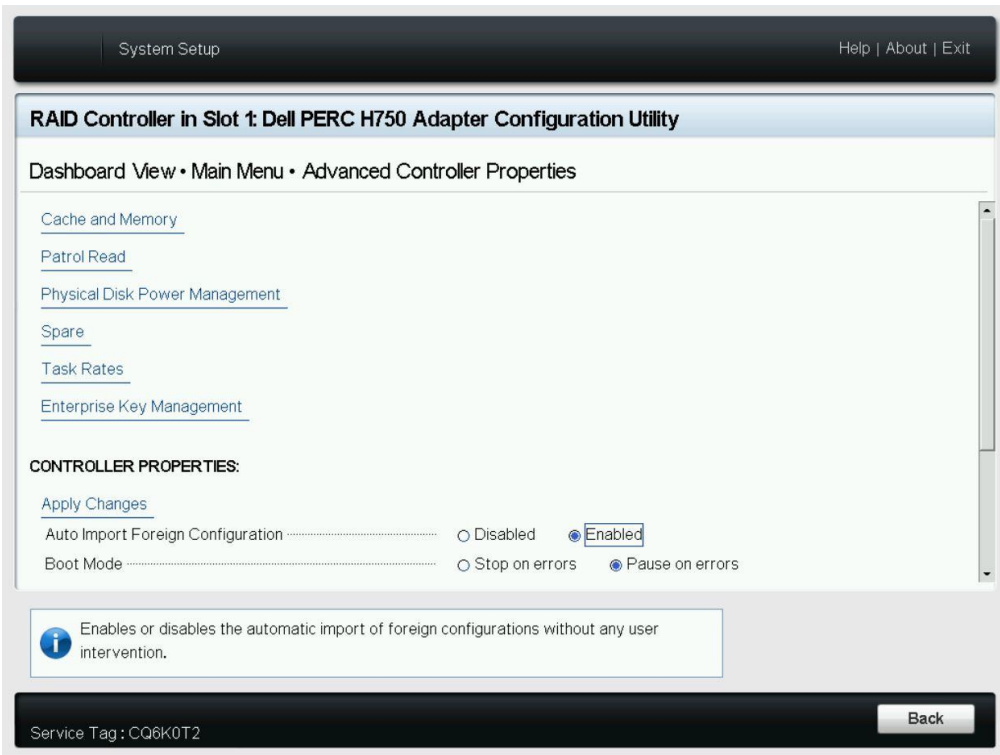


7. Modify the **Select Boot Device** to point to **Virtual Disk 238** – Failure to complete this step will block the server from booting properly

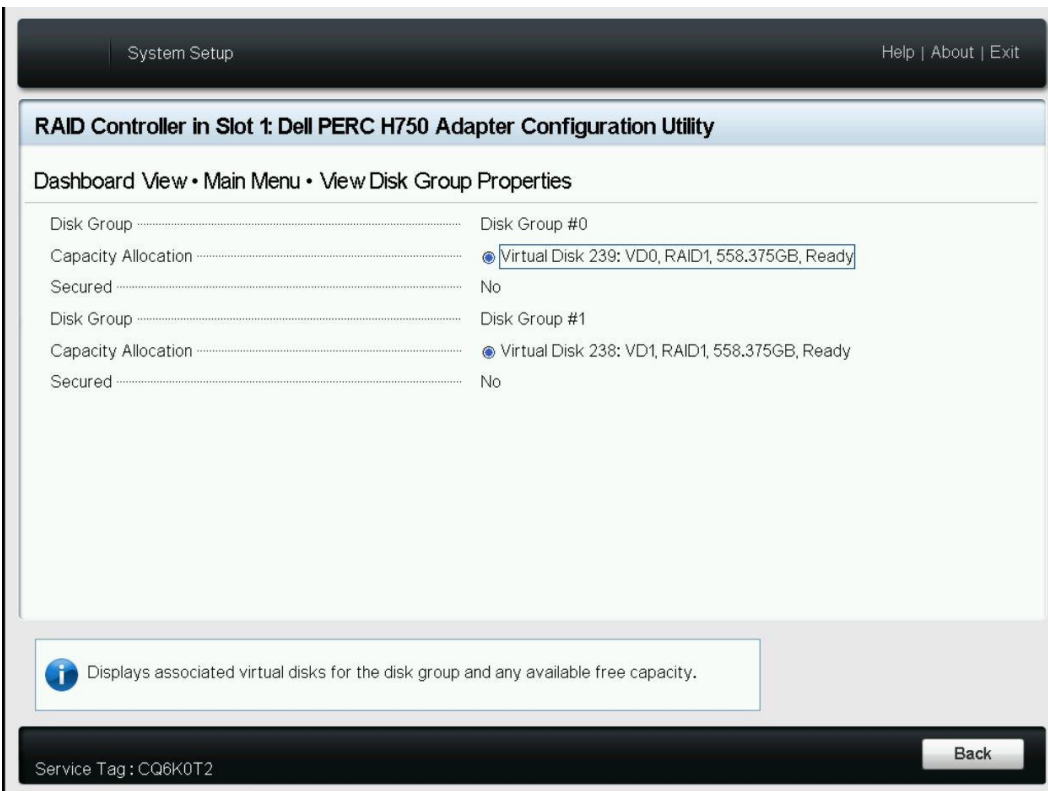


8. Select the **Advanced Controller Properties** and ensure the **Auto Import Foreign Configuration** is **enabled**. Update and apply changes if necessary.





9. Return to the Dashboard View – Main Menu and select Configuration Management -> View Disk Group Properties



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.

Workaround or alternative remediation

N/A

Remarks

All new ACP110 servers built with IP Office will come with this correct RAID 1 setup.

### 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	Service-interrupting?
n/a	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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