



Product Support Notice

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PSN # PSN027041u

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Original publication date: 31-Oct-16. This is Issue #1, published date: 31-Oct-16.

Severity/risk level High

Urgency Immediately

Name of problem PSN027041u – HP DL360 G9 Critical Firmware Update

Products affected

Common Server R3 (HP DL360 G9)
Application Enablement Services (Avaya Aura)
Avaya Modular Messaging
Call Management System
Avaya Aura Communication Manager Messaging
Avaya Aura Communication Manager
Communication Server 1000
Avaya Aura Conferencing
Avaya Aura Experience Portal
Hospitality Messaging Server 400
IP Office
IP Office Platform
IPOCC
Avaya Aura Media Server
Avaya Aura Messaging
Avaya Aura Solution for Midsize Enterprise
Avaya One-X Client Enablement Services
Avaya Aura Presence Services
Proactive Contact
Proactive Outreach Manager
Avaya Session Border Controller for Enterprise
Avaya Aura Session Manager
Scopia Streaming and Recording
Avaya Aura System Manager
Avaya Aura System Platform

Problem description

Hewlett Packard Enterprise has published a critical customer advisory that addresses a potential Smart Array controller lockup issue on the HP DL360 G9. More details of this specific issue can be found at [Advisory: HPE Smart Array Controllers - CUSTOMER ACTION REQUIRED: Update to Smart Array Controller Firmware Version 4.02 to Correct Intermittent Controller Lockup Conditions on Certain ProLiant Gen9 Server Platforms](#)

NOTE:

- **Avaya OEM servers used in turnkey application offers must not be updated with BIOS or firmware updates from the vendor's web site.** Only Avaya-provided updates can be used.

Avaya is providing an Avaya certified update that not only addresses this critical Smart Array Controller Firmware controller update from HP, but also includes updates to BIOS, ILO 4, Ethernet NIC and HDD firmware.

This firmware is customer installable.

You should always utilize the Avaya certified, bundled release. Do NOT upgrade individual components. HP releases bundles called SPPs (Service Pack for ProLiant). This ensures that the components have been tested together for dependencies. Avaya then creates a tailored HP SPP firmware update tool for our Common Server Configurations that goes through additional testing.

Resolution

The following procedure describes how to run the firmware update tool on an Avaya HP DL360 G9. When the update tool is run it will indicate firmware versions currently installed on the server. After executing the procedures, the following components will be updated to the listed firmware versions.

The DL360G9 Firmware update (v4.0) disc contains:

Device Information	Firmware package release	Firmware Version
iLO 4	hp-firmware-ilo4-2.44-1.1.i386.rpm	v2.44
Power Management Controller	hp-firmware-powerpic-gen9-1.0.9-3.i386.rpm	v3.3
P89 BIOS (DL380/360G9)	hp-firmware-system-p89-2.22_2016_07_18-1.1.i386.rpm	v2.22 07/18/2016
P440ar SMART ARRAY Cntrl (RAID Controller)	hp-firmware-smartarray-ea3138d8e8-4.02-2.1.x86_64.rpm	V4.02
HP NC Series Broadcom Firmware (331i and 332T)	hp-firmware-nic-broadcom-2.16.6-1.1.x86_64.rpm	2.16.6
Intel Adapters: <ul style="list-style-type: none"> • HP Ethernet 1Gb 2-port 361i Adapter • HP Ethernet 1Gb 2-port 361FLB Adapter • HP Ethernet 1Gb 2-port 361T Adapter • HP Ethernet 1Gb 2-port 363i Adapter • HP Ethernet 1Gb 1-port 364i Adapter • HP Ethernet 1Gb 4-port 366FLR Adapter • HP Ethernet 1Gb 4-port 366i Adapter • HP Ethernet 1Gb 4-port 366M Adapter • HP Ethernet 1Gb 4-port 366T Adapter • HP Ethernet 1Gb 2-port 367i Adapter • HP Ethernet 10Gb 2-port 560FLB Adapter • HP Ethernet 10Gb 2-port 560FLR-SFP+ Adapter • HP Ethernet 10Gb 2-port 560SFP+ Adapter • HP Ethernet 10Gb 2-port 560M Adapter • HP Ethernet 10Gb 2-port 561FLR-T Adapter • HP Ethernet 10Gb 2-port 561T Adapter • HP Ethernet 10Gb 2-port 562i Adapter • HP Ethernet 10Gb 2-port 562SFLR-FP+ Adapter • HP Ethernet 10Gb 2-port 562SFP+ Adapter 	hp-firmware-nic-intel-1.10.8-1.1.x86_64.rpm	1.10.8
HDD Firmware Models: MM1000JEFRB and MM2000JEFRC	firmware-hdd-b04257b77b-HPD4-1.1.x86_64.rpm	HPD4
HDD Firmware Models: EG0300FBVFL, EG0450FBVFM, EG0600FBVFP, and EG0900FBVFQ	firmware-hdd-b94f345c05-HPDC-2.x86_64.rpm	HPDC
HDD Firmware Models: EH0300JDYTH, EH0450JDYTK, and EH0600JDYTL	firmware-hdd-b9340d29be-HPD2-1.1.x86	HPD2
HDD Firmware Models: MM0500GBKAK and MM1000GBKAL	firmware-hdd-a08f92a4f9-	HPDC

		HPGC-3.x86_64.rpm	
HDD Firmware	Models: MO0200JDVET, MO0400JDVEU, MO0800JDVEV, EO0200JDVFA, EO0400JDVFB, and EO0800JDVFC	hp-firmware-hdd-8c5d34ba77-HPD2-1.1.x86_64.rpm	HPD2
HDD Firmware	Models: EG0300FBLSE, EG0450FBLSF, EG0600FBLSH, and EG0900FBLSK	firmware-hdd-815e5e101b-HPD8-1.1.x86_64.	HPD8
HDD Firmware	Models: EH0300JEDHC, EH0450JEDHD, and EH0600JEDHE	firmware-hdd-8c4a212ff9-HPD2-1.1.x86_64.rpm	HPD2
HDD Firmware	Models: EG0300FCHHR, EG0450FCHHT, EG0600FCHHU, and EG0900FCHHV	firmware-hdd-8a9b54701e-HPD8-1.1.x86_64.rpm	HPD8
HDD Firmware	Models: MM1000FECVH	firmware-hdd-eb0a0d48e5-HPD1-1.1.x86_64.rpm	HPD1
HDD Firmware	Models: EG0300FBDBR, EG0450FBDBT and EG0600FBDBU	firmware-hdd-f1eafd9715-HPDA-2.x86_64.rpm	HPDA
HDD Firmware	Models: DG0146FARVU, DG0300FARVV, DG0146BAMYQ, DG0300BAMYR, EG0146FAWJC, and EG0300FAWJD	firmware-hdd-fdfb5070cf-HPDG-2.x86_64.rpm	HPDG
HDD Firmware	Models: EG0300FBLSE, EG0450FBLSF, EG0600FBLSH, and EG0900FBLSK	firmware-hdd-815e5e101b-HPD8-1.1.i386.rpm	HPD8
HDD Firmware	Models: EG0900FDJYR and EG1200FDJYT	firmware-hdd-7cfa9118b1-HPD1-2.x86_64.rpm	HPD1
HDD Firmware	Models: EH0146FBQDC and EH0300FBQDD drives	firmware-hdd-1ec3c02013-HPD5-1.1.x86_64.rpm	HPD5
HDD Firmware	Models: EG1200FCVBQ Drives	firmware-hdd-33aee979c2-HPD6-2.x86_64.rpm	HPD6
HDD Firmware	Models: MB4000JEQNL and MB6000JEQNN	firmware-hdd-2cfaac41db-HPD7-1.1.x86_64.rpm	HPD7
HDD Firmware	Models: EH0146FBQDC and EH0300FBQDD drives	firmware-hdd-1ec3c02013-HPD5-1.1.i386.rpm	HPD5
HDD Firmware	Models: EG0300FBDSP, EG0450FBDSQ, and EG0600FBDSR	firmware-hdd-06ac84a5d4-HPD6-2.x86_64.rpm	HPD6
HDD Firmware	Models: MB2000GCVBR, MB3000GCVBT, and MB4000GCVBU Drives	firmware-e4f5b5c9a7-HPG5-1.1.i386.rpm	HPG5
HDD Firmware	Models: VK0240GDJXU, VK0300GDUQV, VK0480GDJXV, VK0600GDUTQ, and VK0800GDJYA	hp-firmware-ef3ea1e703-HPG1-3.i386.rpm	HPG1
HDD Firmware	Models: VK0240GDJXU, VK0300GDUQV, VK0480GDJXV, VK0600GDUTQ, and VK0800GDJYA	firmware-ef3ea1e703-HPG1-1.1.x86_64.rpm	HPG1
HDD Firmware	Models: MO0200FCTRN, MO0400FCTRP, and MO0800FCTRQ	hp-firmware-hdd-37893275d3-HPD4-1.1.i386.rpm	HPD4
HDD Firmware	Models: MO0200FCTRN, MO0400FCTRP, and MO0800FCTRQ	hp-firmware-hdd-37893275d3-HPD4-1.1.x86_64.rpm	HPD4
HDD Firmware	Models: MO0200JEFNV, MO0400JEFPA, MO0800JEFPB, MO1600JEFPC, EO0200JEFPD, EO0400JEFPE, and EO0800JEFPF	firmware-hdd-71af849f3b-HPD1-1.1.x86_64.rpm	HPD1
HDD Firmware	Models: EO0200FBRVV, MO0200FBRWB, EO0400FBRWA, MO0400FBRWC, and MO0800FBRWD	hp-firmware-hdd-792f35abb6-HPD9-2.x86_64.rpm	HPD9
HDD Firmware	Models: EH0146FCBVB and EH0300FCBVC	firmware-hdd-74df2d6c5c-HPD4-2.x86_64.rpm	HPD4
HDD Firmware	Models: VO1920JEUQQ	firmware-hdd-5d9e841607-HPD1-1.1.x86_64.rpm	HPD1
HDD Firmware	Models: TK0120GECQL, VK0240GECQN, and VK0480GECQP	hp-firmware-hdd-5699d4778d-	HPG3

		HPG3-1.1.x86_64.rpm	
HDD Firmware	Models: MK0960GECQK	hp-firmware-hdd-3e34285be7-HPG3-1.1.x86_64.rpm	HPG3
HDD Firmware	Models: MM0500FBFVQ and MM1000FBFVR	hp-firmware-hdd-4b3e11848c-HPD8-2.x86_64.rpm	HPD8
HDD Firmware	Models: EG0300FCVBF , EG0450FCVBH , EG0600FCVBK , and EG0900FCVBL	firmware-hdd-415992e26f-HPD5-2.x86_64.rpm	HPD5

Note: HDD firmware is included in update disc to cover all possible HDD models that may have shipped in a DL360G9 server. Server may not require any and will not require all HDD firmware packages on this disc.

Acquiring Update Tool

Download the file, *HPDL360G9fwupdate_v4.0.iso* via PLDS download ID CMCS0000012 and burn a **bootable** DVD from it.

Gracefully shut down the server according to Application Procedures

It is always best practice to perform a complete backup of the system before any firmware or hardware maintenance.

Firmware Update Procedures

1. A Monitor, USB keyboard and mouse will be required to run the update tool.
2. Insert the firmware update disc at server power up. Server will boot from disc.

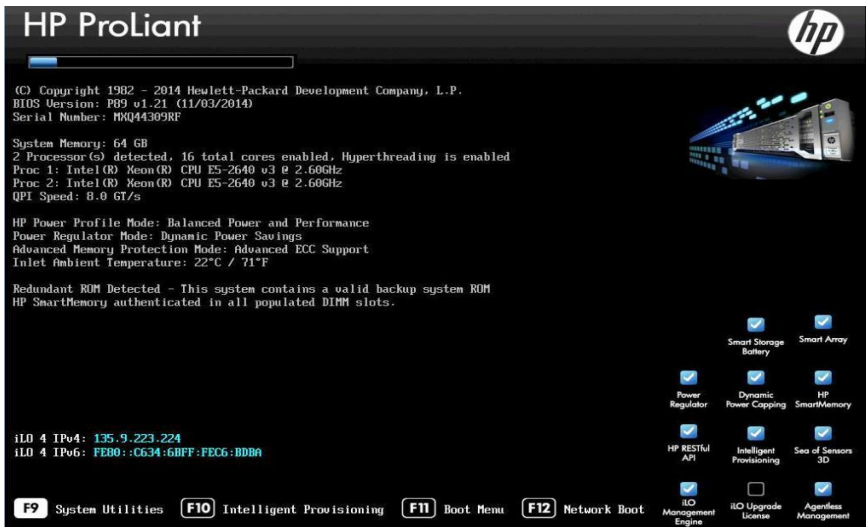
3. Hardware boot screens will appear:

```

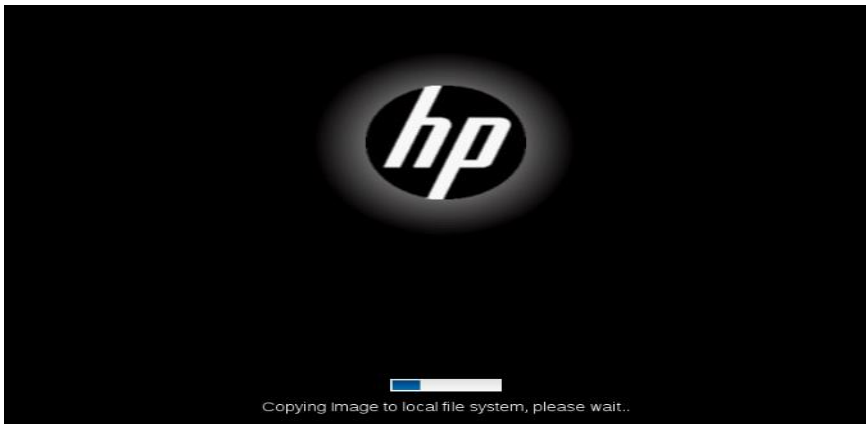
ProLiant System BIOS P89 v1.21 (11/03/2014)
(C) Copyright 1982 - 2014 Hewlett-Packard Development Company, L.P.
Early system initialization, please wait...
Progress: 84%                               iLO 4 IPv4: 135.9.223.224
                                              iLO 4 IPv6: FE80::C634:6BFF:FEC6:BDBA

System Chipset Initialization
QPI Link Initialization - Start
QPI Link Initialization - Complete
Early Processor Initialization
Memory Initialization - Start
Memory Initialization - Complete
System Security Initialization
HP Smart Memory Initialization
Loading System Firmware Modules - Start
Loading System Firmware Modules - Complete
USB Controller Initialization
Chipset Root Ports Initialization
Processor Root Ports Initialization
ACPI Table Initialization
SMBIOS Table Initialization
iLO Embedded Health Initialization
BIOS Configuration Initialization
Early PCI Initialization - Start

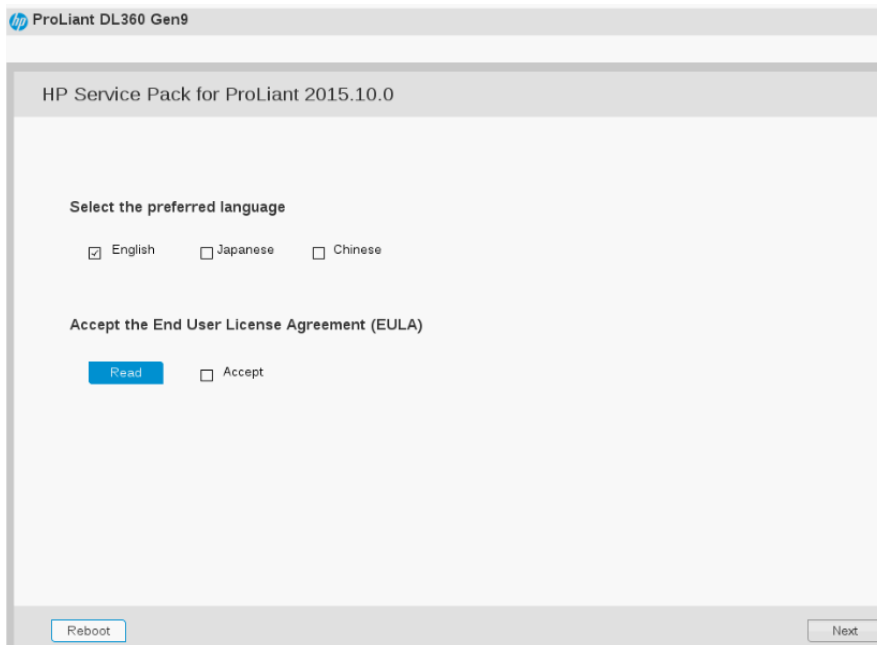
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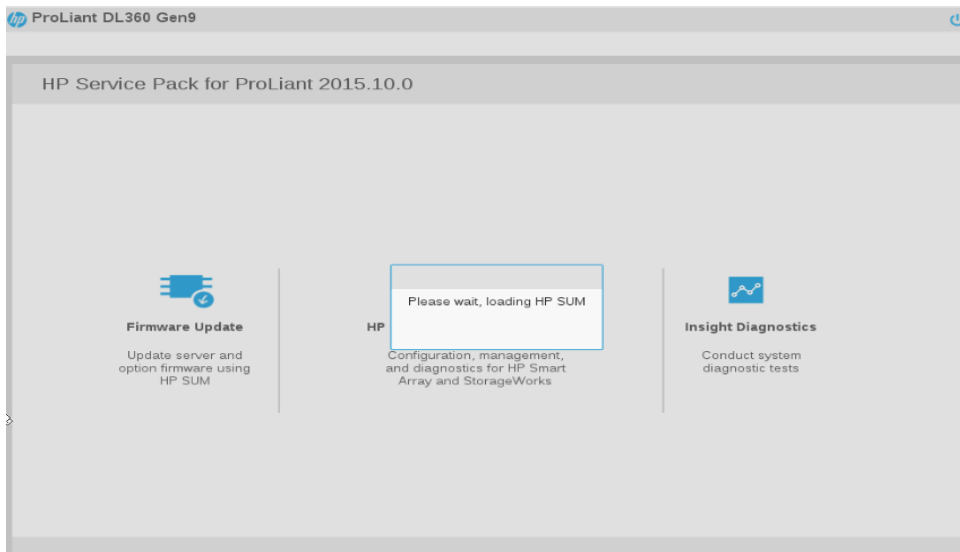
4. System will boot from DVD drive and load update utility from disc.
5. HP Interactive Firmware Update Screens will display:



6. Select language, accept EULA and select <Next>.

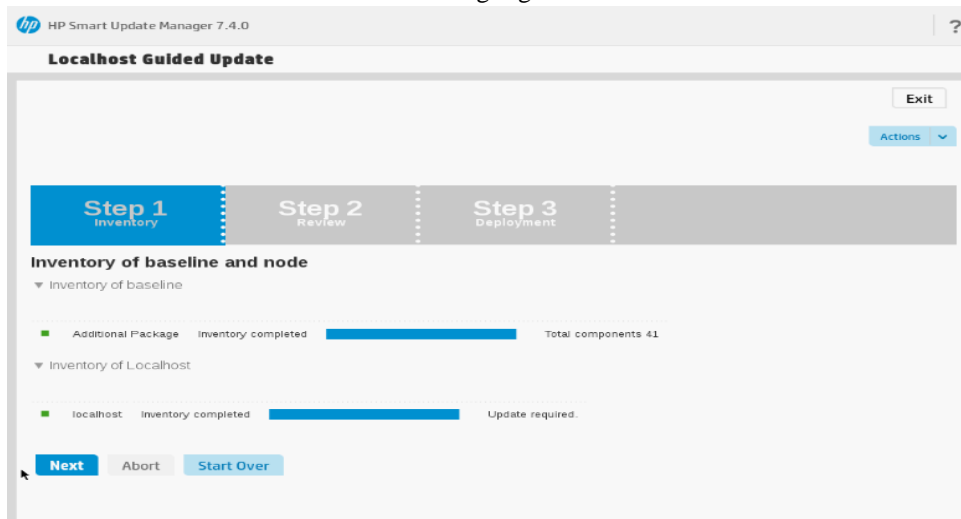


7. Select the **Firmware Update** icon. HP SUM will load. This process will take approximately 4 minutes.



8. A **No items found!** message may be momentarily displayed, but will be replaced by an additional package inventory of approximately 41 firmware components suitable for the server available for install. Many updates are for HP HDDs that may not be installed in the server and therefore will not be applicable for update.

9. Select **<Next>** when button becomes highlighted.



10. Firmware packages similar to what is shown on the following screen will display. The tool will auto select (**<Selected>** button circled in **red**) what packages it determines are necessary for upgrade based on version or date. Firmware components on the server that are equivalent to or newer than what is on the update disc should **not** be selected. In this example SMART ARRAY (RAID Controller) will be upgraded from 3.56 to 4.02; Integrated Lights Out upgraded to 2.44. Power Capping firmware is not selected because versions on server are equivalent or are newer than what is on disc. An HDD update (HPD8) is selected in this example; HPD5 is not. Because the date format of the newer P89 BIOS issued from HP has changed, the firmware update tool does not auto select it for update so it must be manually forced to update to 2.22 as shown below by selecting the **Forced** button **circled in bold red**.
Select **<Deploy>** when ready to upgrade selected firmware.

Step 1 Inventory | **Step 2 Review** | Step 3 Deployment

Deployment summary

localhost - applicable components

Total Components Suggested: 8
Total Components Selected: 4

Search

Select	Package	Ready to proceed	Type	Criticality	Installed Version	Active Version	Available Version	Reboot Required
Selected	Supplemental Update / Online ROM Flash Component for Linux (x64) - EG0300FBLSE, EG0450FBLSF, EG0600FBLSH, and EG0900FBLSK Drives (hp-firmware-hda-815e5e101b-HPD8-1.1.x86_64)	■	Firmware	Recommended	View Devices	View Devices	HPD8	No
Selected	Smart Array H240ar, H240nr, H240, H241, H244br, P240nr, P244br, P246br, P440ar, P440, P441, P542D, P741m, P840, P840ar, and P841 firmware (hp-firmware-smartarray-ea3138d8e8-4.02-2.1.x86_64)	■	Firmware	Recommended	3.56	3.56	4.02	Yes
Selected	Online ROM Flash Component for Linux - HPE Integrated Lights-Out 4 firmware (hp-firmware-ilo4-2.44-1.1.i386)	■	Firmware	Optional	2.30	2.30	2.44	No
Force	Supplemental Update / Online ROM Flash Component for Linux (x64) - EG0300FCVBF, EG0450FCVBH, EG0600FCVBK, and EG0900FCVBL Drives (hp-firmware-hdd-415992e26f-HPD5-2.x86_64)	◇	Firmware	Recommended	View Devices	View Devices	HPD5	No
Force	Online ROM Flash for Linux - Advanced Power Capping Microcontroller Firmware for HP ProLiant BL/DL/MLGen9 Servers (hp-firmware-powerpic-gen9-1.0.9-3.i386)	◇	Firmware	Optional	View Devices	View Devices	1.0.9	No
Forced	HPE ProLiant DL380 Gen9/DL380 Gen9 (P89) Servers firmware (hp-firmware-system-p89-2.22_2016_07_18-1.1.i386)	◇	Firmware	Recommended	P89 1.52 - (11/10 /2015)	P89 1.52 - (11/10 /2015)	P89 2.22 - (2016/07/18)	Yes
HPE Broadcom iXG1 Online Firmware Upgrade Utility for Linux x86_64 firmware								
Selected	hp-firmware-nic-broadcom-2.16.6-1.1.x86_64	■	Firmware	Optional	View Devices	View Devices	2.16.6	Yes
Force	hp-firmware-nic-broadcom-2.16.4-2.x86_64	◇	Firmware	Optional	View Devices	View Devices	2.16.4	Yes

Warnings/Alerts

[Back](#) [Deploy](#) [Start Over](#)

11. Required Updates are being installed

HP Smart Update Manager 7.4.0

Localhost Guided Update

Exit

Actions

Step 1 Inventory | Step 2 Review | **Step 3 Deployment**

Deployment

localhost Deployment in progress

 Deployment started.

[Start Over](#) [Abort](#) [Reboot](#)

12. When complete, a page will display showing the packages that loaded.

- **If a package did not install:**

Select the <View log> button to see if prerequisites may not have been met. If a prerequisite is required contact a your Avaya support associate to request the specified firmware package. If no prerequisite is mentioned in the log reboot the server and try to reinstall package(s). If package fails to install a second time power off server and remove power cord(s). Wait 3 minutes, insert power cords, power up server and re-install packages.

- **If all packages successfully installed:**

Select the <Reboot> button. When server starts to boot up (POST) press the DVD drive eject button to remove the update disc. Select <F9> on HP splash screen to check for firmware versions if desired. See section *How to Check Firmware Versions on an HP DL360G9* below.

HP Smart Update Manager 7.4.0

Localhost Guided Update

Exit

Actions

Step 1 Inventory | Step 2 Review | **Step 3 Deployment**

Deployment

localhost Deployment completed | Deployment done.

Search

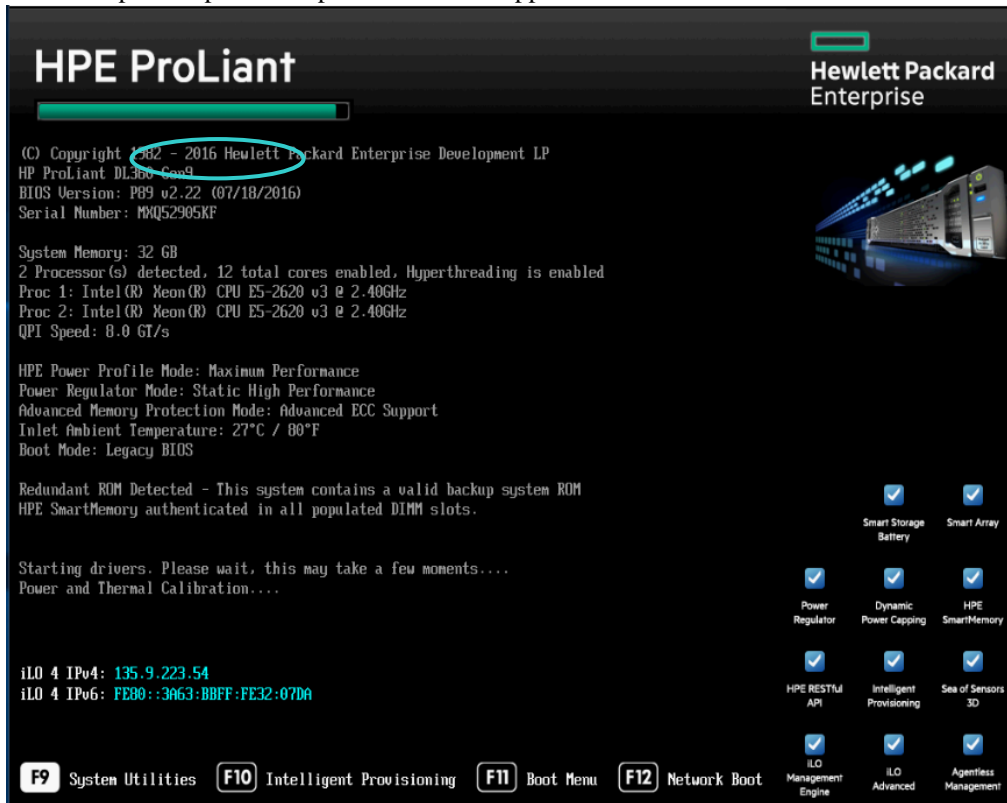
Component	Package	Deployment status	Log
hp-firmware-hdd-815e5e101b-HPD8-1.1.x86_64	Supplemental Update / Online ROM Flash Component for Linux (x64) - EG0300FBLSE, EG0450FBLSF, EG0600FBLSH, and EG0900FBLSK Drives	Success.	View log
hp-firmware-nic-broadcom-2.16.6-1.1.x86_64	HPE Broadcom NX1 Online Firmware Upgrade Utility for Linux x86_64 firmware	Success, reboot required to activate new version.	View log
hp-firmware-smartarray-ea3138d8e8-4.02-2.1.x86_64	Smart Array H240ar, H240nr, H240, H241, H244br, P240nr, P244br, P246br, P440ar, P440, P441, P542D, P741m, P840, P840ar, and P841 firmware	Success, reboot required to activate new version.	View log
hp-firmware-ilo4-2.44-1.1.i386	Online ROM Flash Component for Linux - HPE Integrated Lights-Out 4 firmware	Success.	View log

[Start Over](#) [Abort](#) [Reboot](#)

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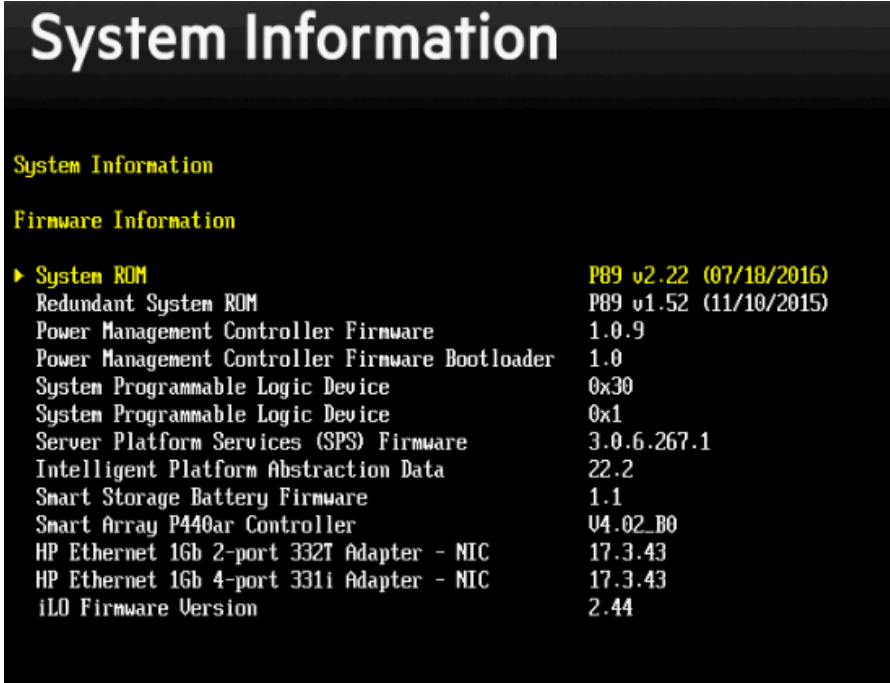
How to Check Firmware Versions on an HP DL360G9.

1. A Monitor and USB keyboard will be required to check firmware versions.
2. Reboot or power up server. Splash screen will appear as shown below.



3. Select <F9> (shown above) when available on the HP Splash screen to select **System Utilities**

4. Select **System Information/Firmware Information**. Check the following:
 - System ROM is v2.22,
 - Smart Array P440ar Controller is V4.02_B0,
 - iLO is 2.44 and
 - HP Ethernet 1Gb 2-port/4-port 331T/331i Adapter – NIC is 17.3.43(translates to v2.16.6).
 Press <ESC> to return to the top menu.



5. Press <Enter> to exit and resume normal boot.

Workaround or alternative remediation

N/A.

Remarks

N/A.

Patch Notes

Backup before applying the patch

N/A.

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.

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686

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