



Vess A2000 Series

NVR Storage Appliance

Driver Installation/Update Instructions

Version 1.0

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INTRODUCTION

This guide provides instructions for installing or updating the driver for the PROMISE RAID engine, as well as WebPAMPROe, the management GUI for the PROMISE Vess A2000 Series.

Follow these step-by-step instructions to install the latest hardware driver for the RAID and the latest WebPAMPROe version. These are available for download from the PROMISE website www.promise.com in a single compressed file package.

Instructions for uninstalling the driver and how to check the driver version are included after the update instructions.

Note, if you are using this procedure to update the driver and software, I/O operations will cease during the update procedure, so make sure any clients that are using the Live DB or video archive are alerted and prepared prior to starting the update.

Update/Installation Requirements

USB Flash Drive

A USB flash drive containing the update package is needed. Follow the instructions below to download the compressed file package and place a copy of the uncompressed file on the USB flash drive.

Operation Systems

The instructions in this document apply to Vess A2000 units running the following operating systems:

- Windows 7
- Windows Server 2008

Download Driver Package

1. Go to the PROMISE website and click on **Support** near the top of the page, select the **Download Center** option. Use the two pull-down menus to first choose the **Vess A2000 Series** then either the **Vess A2200** or **Vess A2600** option (the driver is the same for both models). Under the heading **Download search results below**:

Click on the **Drivers** link and download **Vess A2000_RAID Driver for WS7P(64) and WS2008R2(64)**.

2. Uncompress the file and place it on the USB flash drive used for the update.

UPDATE/INSTALL THE DRIVER

Follow these steps to complete the installation or update of the driver. If you have not yet downloaded the compressed files needed for updating the driver, see the previous page for download instructions.

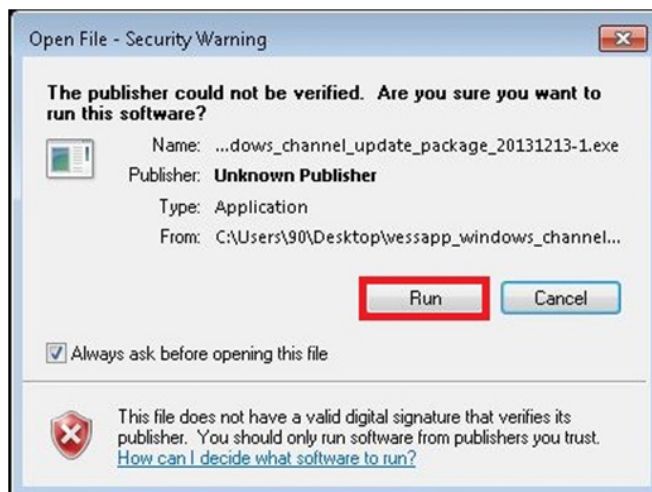
For simplicity, variations of the terms “update” and “install” are used interchangeably in the following description to mean driver update or driver installation. The procedure for both updating or installing the driver are identical.

1. Launch the **Driver Update Package** install application.

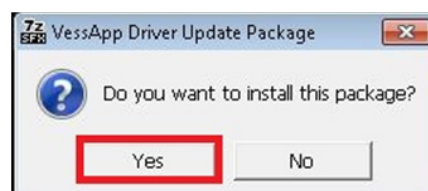
To launch, double-click on this icon:



2. The first dialog menu to appear is a standard warning. Press the **Run** button to proceed.

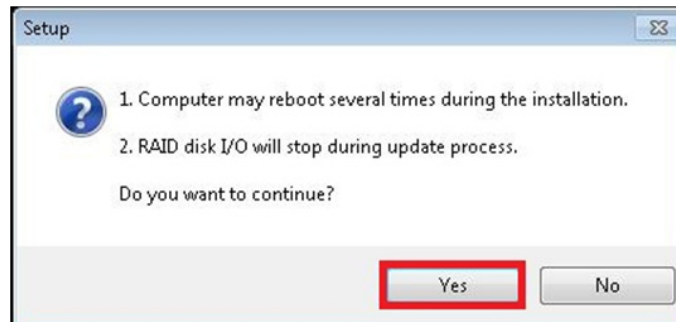


3. A new dialog asks if you want to install the package. Click on **Yes**.



4. It is necessary to reboot the Vess A2000 during the update process.

Click **Yes** to proceed with the update.



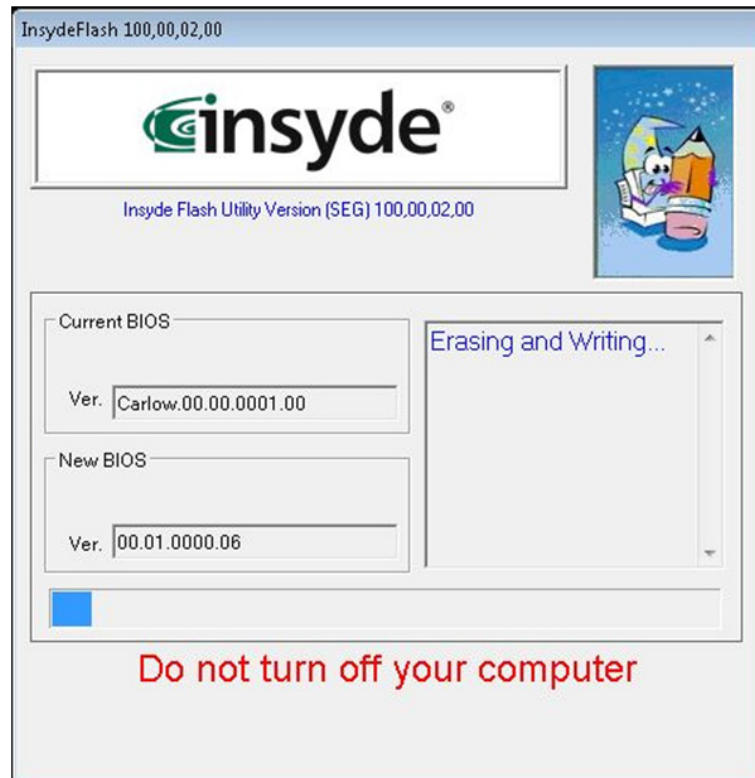
5. In the Setup Wizard menu, click on the **Next** button to proceed.



At this point you might see a new menu depending on the status of the BIOS. See next page.

An automatic BIOS check is conducted. If the BIOS is up to date, the driver installation resumes in the setup menu.

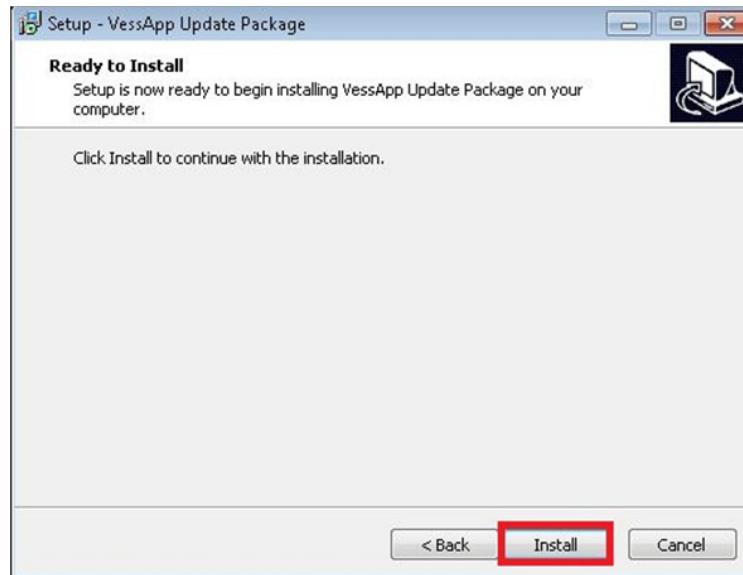
If the BIOS is out of date, this menu appears.



The BIOS is automatically updated and the driver installation/update resumes when the BIOS update is finished.

DO NOT turn off the computer during the BIOS update.

6. The driver update resumes, press the **Install** button to proceed.



7. In the **Driver Installation Wizard** menu, press the **Next** button



8. Another Windows Security message appears.

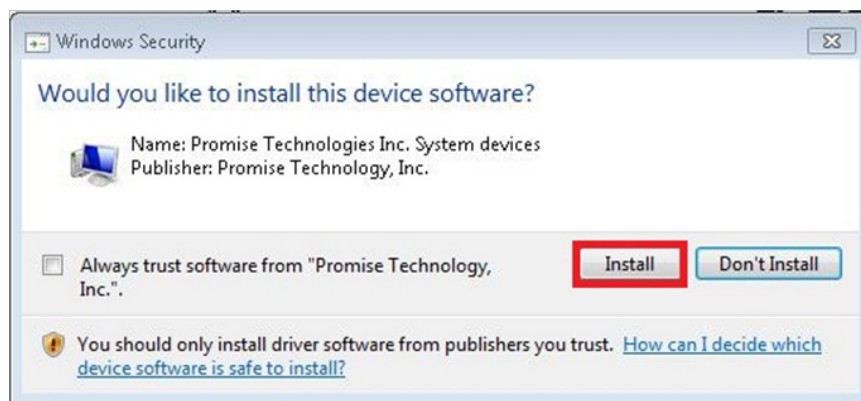
Choose the option ***Install this driver software anyway***.



9. The last Windows Security menu asks if you want to install the driver.

Press the **Install** button to continue.

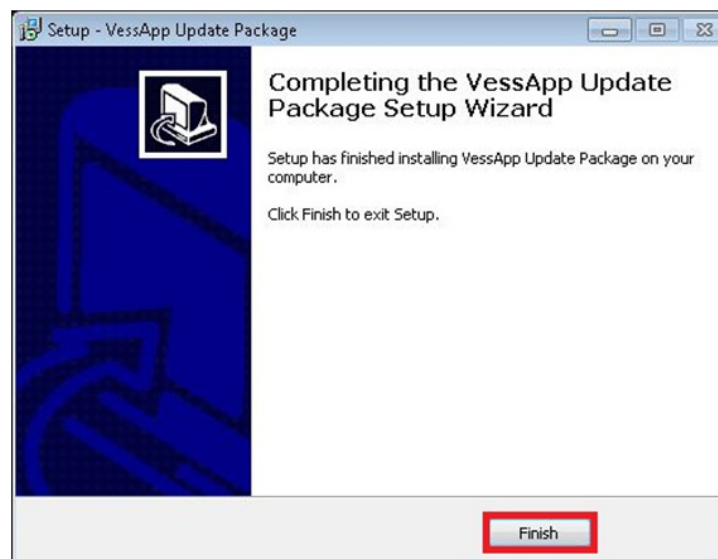
Note that you can tick the menu box Always trust software from Promise Technology, Inc. to avoid the Windows Security warnings for PROMISE software updates in the future.



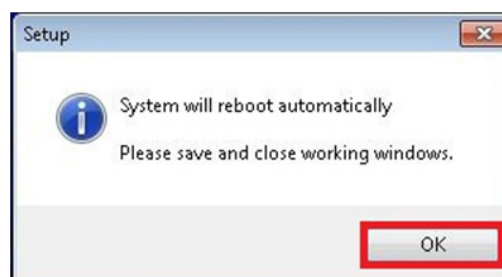
10. The Driver Installation Wizard menu informs you that the driver is now installed. Press the **Finish** button to continue.



11. The final Setup menu appears. Click on **Finish**.



12. A restart is required for the new driver to begin operating. Press the **OK** button to restart the system.

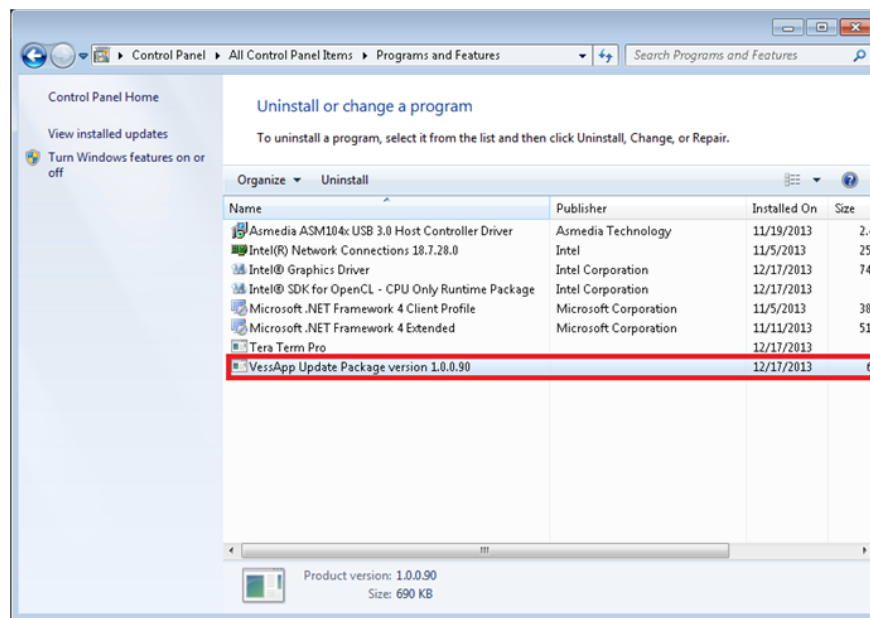


UNINSTALL DRIVER

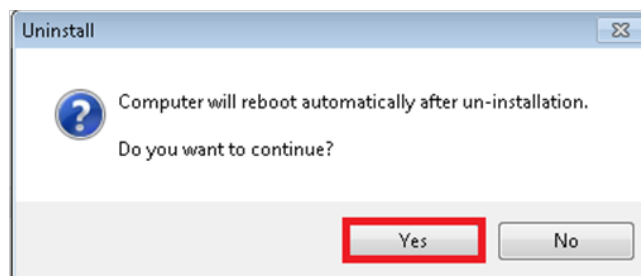
If you need to uninstall the driver for the RAID engine or undo installation of the Update Package, follow these steps.

1. Open **Programs and Features** to uninstall the driver.

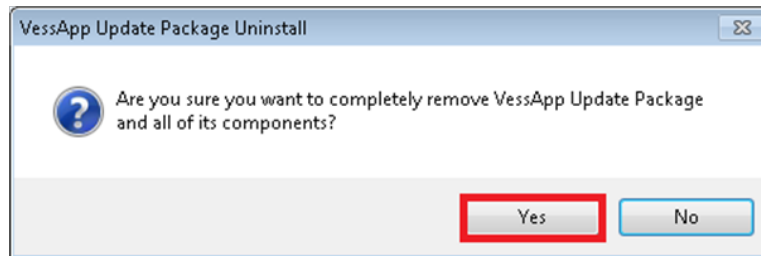
Go to **Control Panel>All Control Panel Items>Programs and Features**, choose the **Uninstall** option. Get the most recent version of the **VessApp Update Package** listed in the menu.



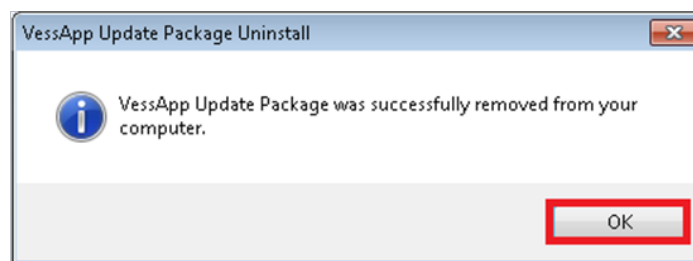
2. A system restart is necessary are uninstalling the driver. Click **Yes** to continue.



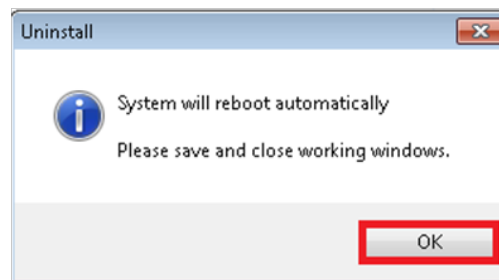
3. Confirm that you want to uninstall the driver by clicking on the **Yes** button.



4. Click the **OK** button to continue.



5. Click the **OK** button to restart Windows. Upon restarting the driver and software have been removed.



HOW TO CHECK DRIVER VERSION

To check if the Vess A2000 driver that is currently installed is up to date, you can check the RAID driver version or WebPAMPROebuild version with the CLI or WebPAMProE interfaces, or with the Windows device manager.

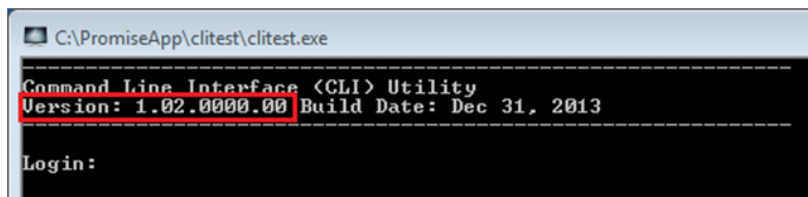
Check versions with CLI

To check the BIOS version, Firmware version, software version and Install package version with the CLI user interface:

1. To open the CLI menu, click on the Windows **Start** button, type **clitest** in the text entry menu and press **Enter**. This displays the icon for the shortcut to the CLI interface. Double-click on the icon.



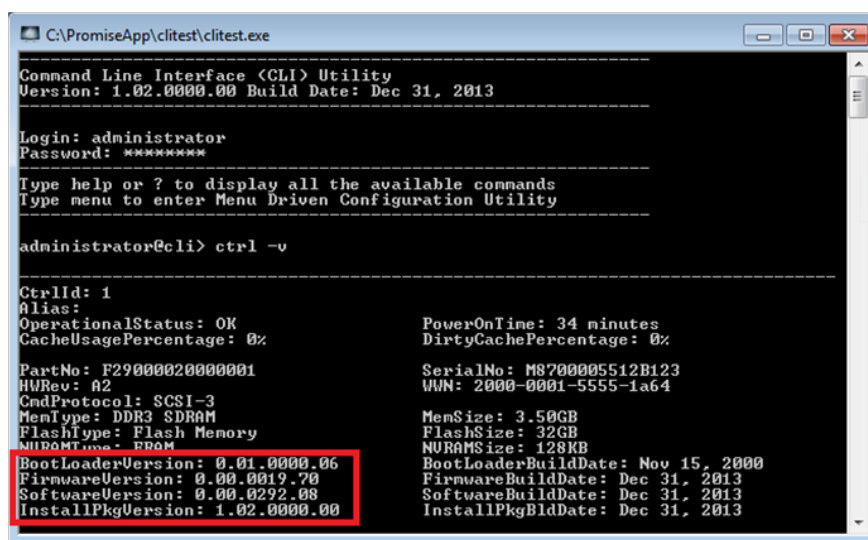
- The RAID driver **Version** is listed at the top of the **Login** menu.



```
C:\PromiseApp\clitest\clitest.exe
-----
Command Line Interface <CLI> Utility
Version: 1.02.0000.00 Build Date: Dec 31, 2013
-----
Login:
```

- To view additional version information, login and type **ctrl -v**.

Note that the default User Name is **administrator** and the Password is **password**.



```
C:\PromiseApp\clitest\clitest.exe
-----
Command Line Interface <CLI> Utility
Version: 1.02.0000.00 Build Date: Dec 31, 2013
-----
Login: administrator
Password: *****
-----
Type help or ? to display all the available commands
Type menu to enter Menu Driven Configuration Utility
-----
administrator@cli> ctrl -v
-----
CtrlId: 1
Alias:
OperationalStatus: OK
CacheUsagePercentage: 0%
PowerOnTime: 34 minutes
DirtyCachePercentage: 0%
PartNo: F29000020000001
SerialNo: M8700005512B123
HWRev: A2
WVN: 2000-0001-5555-1a64
CndProtocol: SCSI-3
MemType: DDR3 SDRAM
FlashType: Flash Memory
MemSize: 3.50GB
NVRAMSize: 128KB
BootLoaderVersion: 0.01.0000.06
FirmwareVersion: 0.00.0019.70
SoftwareVersion: 0.00.0292.08
InstallPkgVersion: 1.02.0000.00
BootLoaderBuildDate: Nov 15, 2000
FirmwareBuildDate: Dec 31, 2013
SoftwareBuildDate: Dec 31, 2013
InstallPkgBldDate: Dec 31, 2013
```

The version information is listed below the administrator prompt. See example above.

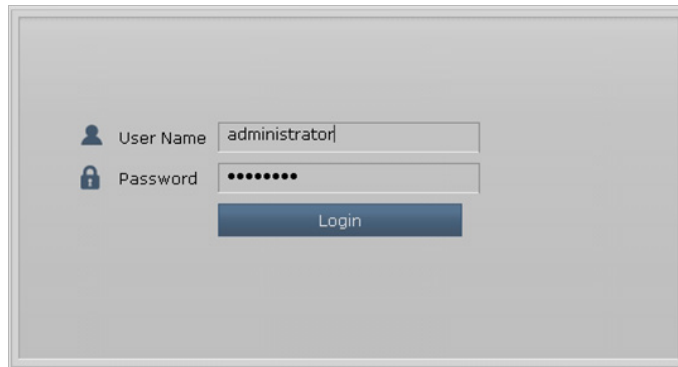
Check versions with WebPAM PROe

To check the Install package version with the WebPAMPROe user interface:

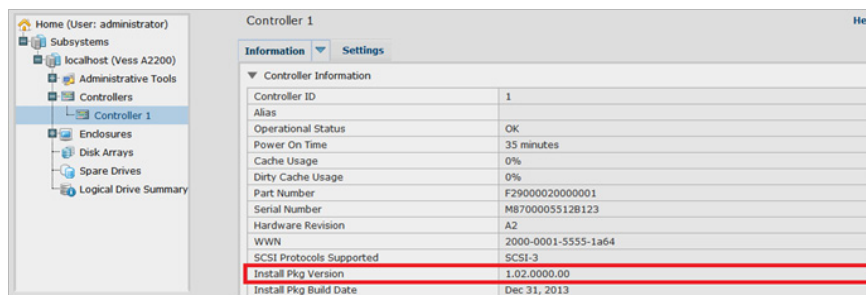
1. To open WebPAMPROe, click the shortcut of CLI of WebPAMProE on the desktop.



2. Login. The default User Name is **administrator** and the Password is **password**.



3. To view the Driver Version, go to **Controller >Controller1>Install PKg Version**, the package version is listed in the menu display (see below).

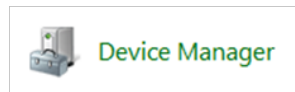


Check versions in windows device manager

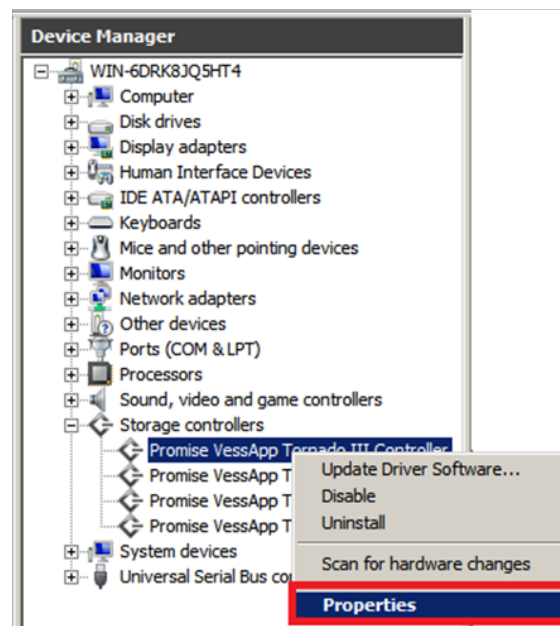
To get the RAID driver version using the Windows Device Manager:

1. Open the **Windows Device Manager**. Go to **Start > Control Panel > Device Manager**.

Double-click the Device Manager icon



2. Look for **Storage controllers** and right-click on the **Properties** option in the pop-up menu.



3. Click the **Driver** tab to see the driver version.

