

# Intel<sup>®</sup> RAID High Availability Storage User Guide

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# Important Safety Instructions

## Important Safety Instructions

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Read all caution and safety statements in this document before performing any of the instructions. See *Intel® Server Boards and Server Chassis Safety Information* at <http://support.intel.com/support/motherboards/server/sb/cs-010770.htm>.

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Lesen Sie zunächst sämtliche Warn- und Sicherheitshinweise in diesem Dokument, bevor Sie eine der Anweisungen ausführen. Beachten Sie hierzu auch die *Sicherheitshinweise zu Intel®-Serverplatinen und -Servergehäusen* unter <http://support.intel.com/support/motherboards/server/sb/cs-010770.htm>.

## 重要安全指导

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## Important Safety Instructions Consignes de sécurité

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Lisez attention toutes les consignes de sécurité et les mises en garde indiquées dans ce document avant de suivre toute instruction. Consultez *Intel® Server Boards and Server Chassis Safety Information* rendez-vous sur le site <http://support.intel.com/support/motherboards/server/sb/cs-010770.htm>.

## Instrucciones de seguridad importantes

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Lea todas las declaraciones de seguridad y precaución de este documento antes de realizar cualquiera de las instrucciones. Vea *Intel® Server Boards and Server Chassis Safety Information* en <http://support.intel.com/support/motherboards/server/sb/cs-010770.htm>.



## WARNINGS

**Server power on/off:** The push-button on/off power switch on the front panel of the server does not turn off the AC power. To remove AC power from the server, you must unplug the AC power cord from either the power supply or wall outlet.

**Hazardous conditions—power supply:** Hazardous voltage, current, and energy levels are present inside the power supply enclosure. There are no user-serviceable parts inside it; servicing should only be done by technically qualified personnel.

**Hazardous conditions—devices and cables:** Hazardous electrical conditions may be present on power, telephone, and communication cables. Turn off the server and disconnect telecommunications systems, networks, modems, and the power cord attached to the server before opening it. Otherwise, personal injury or equipment damage can happen.

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# 1. Introduction

This document explains how to set up and configure the hardware and software for the Intel® RAID High Availability Storage solution.

The Intel® RAID High Availability Storage solution provides fault tolerance capabilities as a key part of a high-availability data storage system. The RAID High Availability Storage solution combines redundant Intel® RAID controllers, computer nodes, cable connections, SAS expanders, and dual-port SAS drives.

The redundant components and software technologies provide a high-availability system with ongoing service that is not interrupted by the following events:

- A node failure does not interrupt service because the configuration has multiple nodes with cluster failover.
- An expander failure does not interrupt service because the dual expanders in every enclosure provide redundant data paths.
- A drive failure does not interrupt service because RAID fault tolerance is part of the configuration.
- A system storage expansion or maintenance activity can be completed without requiring an interruption because of redundant components, management software, and maintenance procedures.

## Concepts of High-Availability DAS

In terms of data storage and processing, High Availability (HA) means a computer system design that ensures a high level of operational continuity and data access reliability over a given period of time. DAS means Directly Attached Storage. High-availability systems are critical to the success and business needs of small and medium-sized businesses such as retail and health care offices. An HA-DAS solution enables a customer to maintain all elements of the high-availability system, with shared direct-attached drives accessible to multiple servers.

Simply defined, a cluster is a group of computers working together to run a common set of applications and to present a single logical system to the client and application. Failover clustering provides redundancy to the cluster group to maximize solution up-time by utilizing fault-tolerant components. In the example of two servers with shared storage that comprise a failover cluster, when a server fails, the failover cluster automatically moves control of the shared resources to the surviving server with no interruption of processing. This configuration allows seamless failover capabilities in the event of planned failover (maintenance mode) for maintenance or upgrade, or in the event of a failure of the CPU, memory, or other non-storage hardware.

SAS zoning is typically required to partition the storage domain between multiple initiators and target devices. However, because multiple initiators can exist in a common shared storage domain, there is a concept of device reservations in which physical drives, drive groups, and virtual drives (VDs) are managed by a single initiator. In the case of HA-DAS, I/O transactions and RAID management operations are processed by a single Intel® RAID High Availability

Storage controller, and the associated physical drives, drive groups, and VDs are only visible to that controller. This key functionality allows the Intel® RAID High Availability Storage solution to share VDs among multiple initiators as well as exclusively constrain VD access to a particular initiator without the need for SAS zoning.

Node downtime in an HA system can be either planned or unplanned. Planned node downtime is the result of management-initiated events, such as upgrades and maintenance. Unplanned node downtime results from events that are not within the direct control of IT administrators, such as failed software, drivers, or hardware. The Intel® RAID High Availability Storage solution protects your data and system up-time from unplanned node downtime. It also enables you to schedule node downtime to update hardware or firmware, and so on. When you bring one controller node down for scheduled maintenance, the other node takes over with no interruption of service.

## HA-DAS Terminology

This section defines some additional important HA-DAS terms.

**Cache Mirror:** A cache coherency term describing the duplication of write-back cached data across two controllers.

**Exclusive Access:** A host access policy in which a VD is only exposed to, and accessed by, a single specified server.

**Failover:** The process in which the management of drive groups and VDs transitions from one controller to the peer controller to maintain data access and availability.

**HA Domain:** A type of storage domain that consists of a set of HA controllers, cables, drive enclosures, and storage media.

**Peer Controller:** A relative term to describe the HA controller in the HA domain that acts as the failover controller.

**Server/Controller Node:** A processing entity composed of a single host processor unit or multiple host processor units that is characterized by having a single instance of a host operating system.

**Server Storage Cluster:** An HA storage topology in which a common pool of storage devices is shared by two computer nodes through dedicated Intel® RAID High Availability Storage controllers.

**Shared Access:** A host access policy in which a VD is exposed to, and can be accessed by, all servers in the HA domain.

## Intel® RAID High Availability Storage Solution Features

The Intel® RAID High Availability Storage solution supports the following HA features.

- Server storage cluster topology
- Dual-active HA with shared storage
- Controller-to-controller intercommunication over SAS
- Write-back cache coherency

- SSD Cache 1.0 (Read)
- Shared and exclusive VD I/O access policies
- Operating system boot from the controller (exclusive access)
- Controller hardware and property mismatch detection, handling, and reporting
- Global hot spare support for all volumes in the HA domain
- Planned and unplanned failover modes
- Clustering/HA services support:
  - Microsoft® failover clustering
- Operating system support:
  - Microsoft Windows® Server 2008 R2
  - Microsoft Windows Server 2012
- Full MegaRAID® features, with the following exceptions.
  - SATA drives do not support SCSI-3 persistent reservation and are not supported in HA-DAS configurations.
  - SAS drives that do not support SCSI-3 persistent reservation are not supported in HA-DAS configurations.
  - T10 Data Integrity Field (DIF) is not supported.
  - Self-encrypting drives (SED) and full disk encryption (FDE) are not supported.
  - SSD Cache 2.0 (write back) is not supported.
  - Dimmer switch is not supported.
  - SGPIO sideband signaling for enclosure management is not supported.

## 2. Hardware and Software Setup

This chapter explains how to set up the hardware and software aspects of the Intel® RAID High Availability Storage solution in a two-controller node with shared storage and fault-tolerant cabling for one or more JBODs.

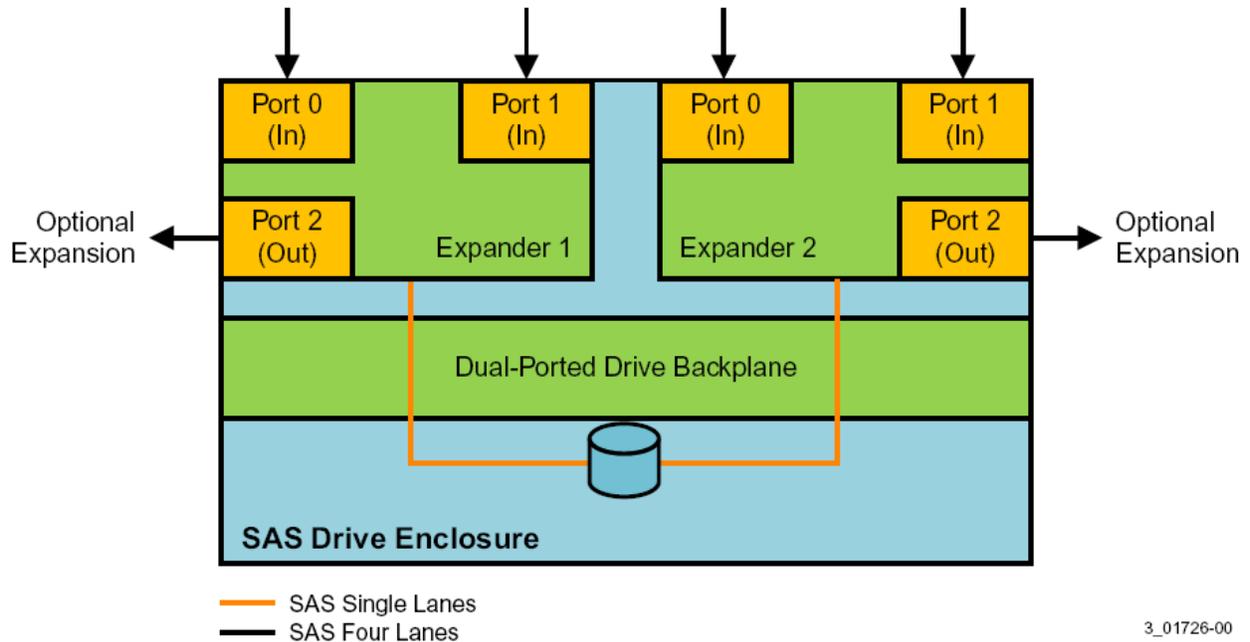
You can implement the Intel® RAID High Availability Storage solution with a two-server configuration or with a Cluster-in-a-Box (CiB) configuration in which all the server hardware and disk drives are pre-connected inside a single enclosure. This chapter explains how to set up both types of configurations.

### Installing Intel® RAID High Availability Storage Hardware

The first step to setting up the Intel® RAID High Availability Storage solution is to install and configure the hardware components. The following Intel® RAID High Availability Storage hardware checklist lists the baseline hardware components needed for a configuration with two controller nodes.

- Two identical Intel® RAID High Availability Storage controller assemblies
- Two sets of external or internal (CiB) SAS cabling for each Intel® RAID High Availability Storage controller
- One SAS drive backplane or external SAS JBOD with the following characteristics:
  - Support for 6Gb/s SAS
  - Dual environmental services modules (ESMs)
  - Dual expanders on a shared-drive backplane that supports dual-ported drives
  - Support for SES
  - Support for dual-ported SAS and/or NL-SAS HDD and SSD drives
  - Support for SCSI-3 persistent reservation
- Multiple 6Gb/s SAS or NL-SAS drives that support SCSI-3 persistent reservation

***Note: The expanders and the dual-port backplane are programmed to route SAS data such that both Intel® RAID High Availability Storage controllers can discover both SAS addresses for all of the drives. For an HA-DAS configuration, the expander must have two four-lane In ports. The expander also requires many disk ports assigned according to the cable and backplane board connections. As an option, the expander is configured with a third four-lane port for cascaded expanders, as shown in the following figure.***

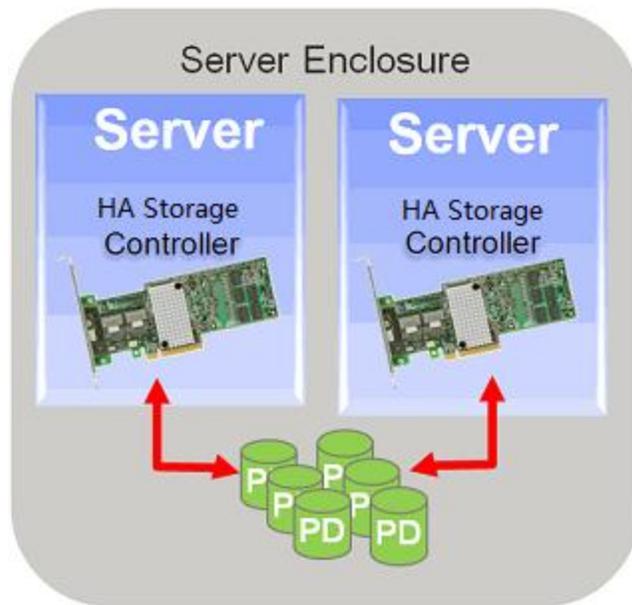


**Figure 1 Intel® RAID High Availability Storage Expander Configuration**

*Note: Drive enclosures with dual ESM modules can support split modes or unified modes. For fault-tolerant cabling configurations, you typically configure the enclosure in unified mode. (Check with your drive enclosure vendor to determine the appropriate settings).*

## Setting Up a Cluster-in-a-Box Configuration

The CiB system design converges both server and storage by combining the processing power of multiple servers with shared storage elements. A CiB system houses two servers and a common pool of direct attached drives within one custom designed server enclosure. This server enclosure simplifies the setup and deployment of two-node clusters because all necessary connections are preconfigured between the servers and the drives, as shown in the following figure.



**Figure 2 Intel® RAID High Availability Storage Cluster-in-a-Box Configuration**

The cluster-in-a-box configuration for the Intel® RAID High Availability Storage solution requires a specially designed server and storage chassis that includes two Intel® RAID High Availability Storage controllers and multiple SAS disks. Because all components are inside the enclosure and are pre-connected, the physical setup is minimal. Install the CiB enclosure in a standard rack and follow the manufacturer's instructions to complete the physical setup.

The following figure shows a diagram of a CiB Intel® RAID High Availability Storage configuration connected to a network. The diagram includes the details of the SAS interconnections.

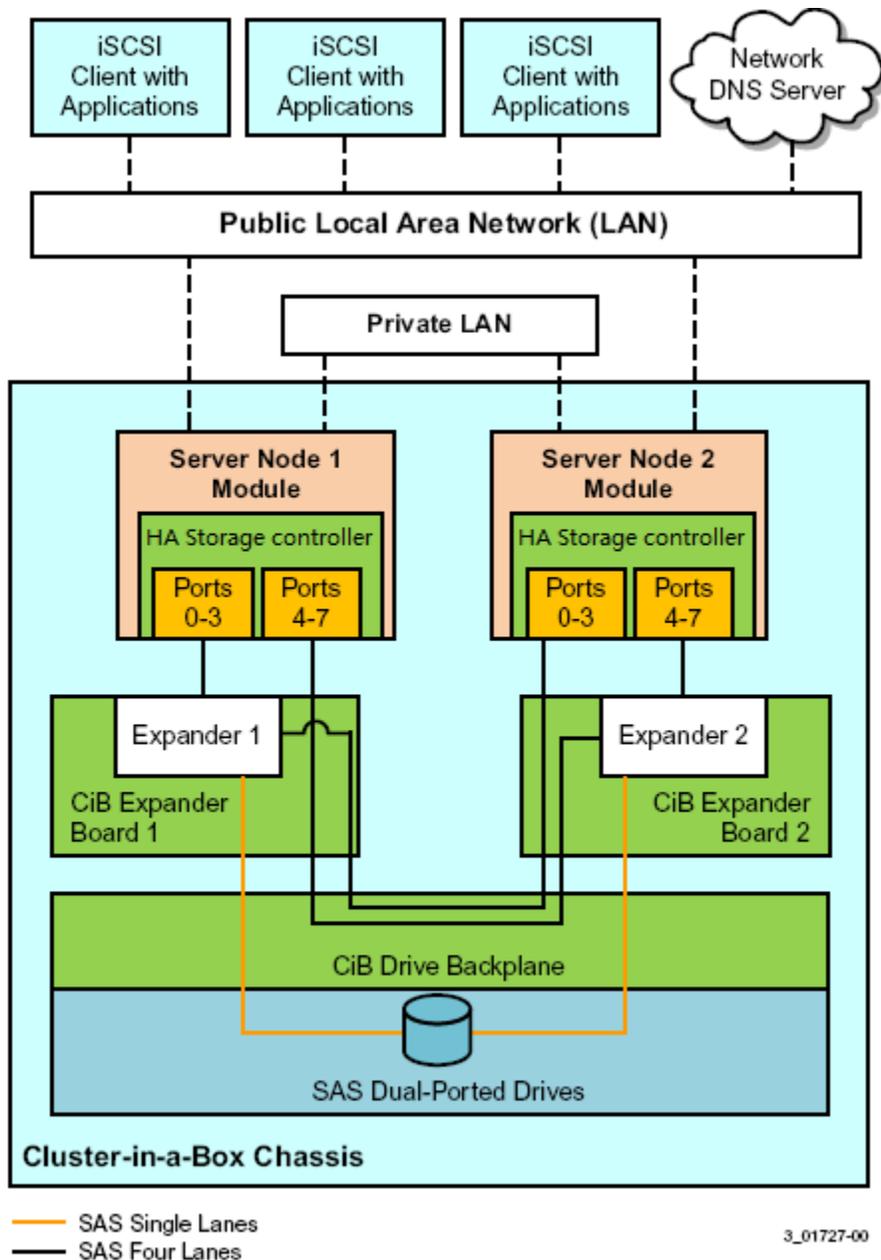
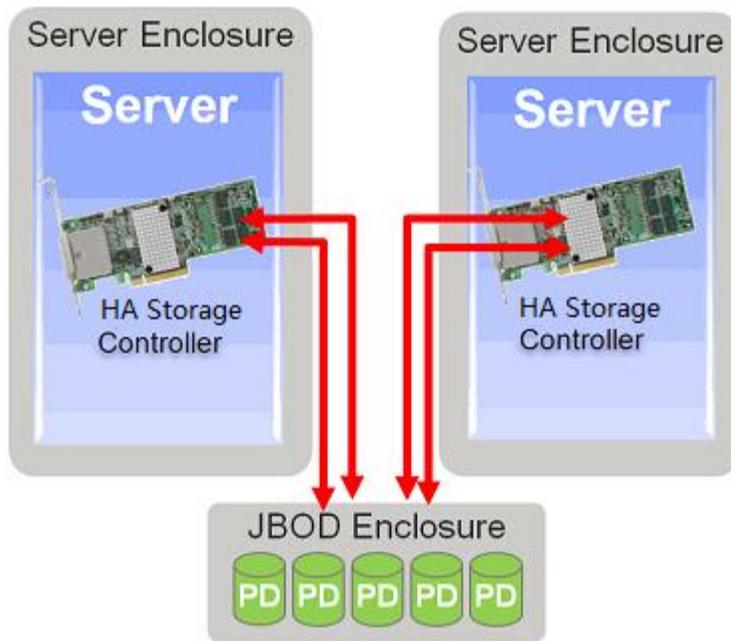


Figure 3 CiB Intel® RAID High Availability Storage Controller Configuration

### Setting Up a Two-Server Configuration with External JBOD Configuration

The Intel® RAID High Availability Storage solution enables you to configure two separate, standard servers with Intel® RAID High Availability Storage controllers that provide access to disks in the same JBOD enclosure, or enclosures, for reliable, high-access redundancy, as shown in the following figure.



**Figure 4 High-Availability Standard Server Configuration**

This configuration enables you to use standard, readily available server hardware and disk enclosures to set up a reliable HA-DAS configuration.

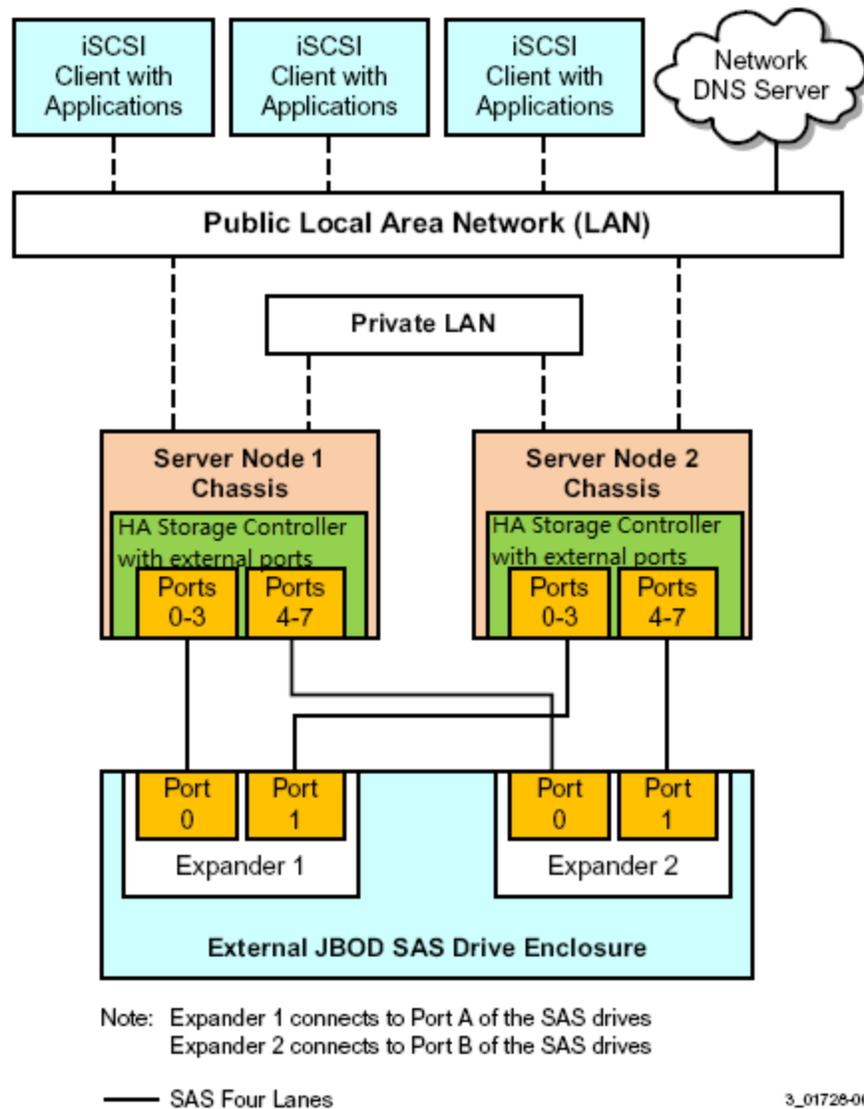
The dual-server-JBOD configuration for the Intel® RAID High Availability Storage solution requires the following hardware for each of the two matched stand-alone server modules:

- A Intel® RAID High Availability Storage controller board (RS25NB008, RS25SB008, etc). The controller board firmware version must support clustering. You must use the same controller board model in both servers.

***Note: The Intel® RAID High Availability Storage solution is based on MegaRAID firmware that is HA-DAS capable. Other versions of MegaRAID firmware do not provide clustering support. When the second node boots, firmware version checks occur between the two controllers, and the second node presents POST error messages if the HA-DAS firmware versions do not match.***

- A monitor and mouse for each controller node.
- Network cabling and SAS cabling to connect the servers and JBOD enclosures.

The following figure shows a diagram of a two-server Intel® RAID High Availability Storage configuration connected to a network. The diagram includes the details of the SAS interconnections.



**Figure 5 Two-Server Intel® RAID High Availability Storage Configuration**

Follow these steps to set up the hardware for a dual-server-JBOD configuration for HA-DAS clustering.

1. Install an Intel® RAID High Availability Storage controller board in each of the two server modules, following the instructions in the Quick Installation Guide.
2. If necessary, install network boards in the two server modules and install the cabling between them.
3. Install the two server modules and the JBOD enclosure in an industry-standard cabinet, following the instructions in the manufacturer documentation.
4. Connect the host SFF-8088 connectors on the JBOD enclosure, or enclosures, to the SFF-8088 connectors on the front of the two server modules.

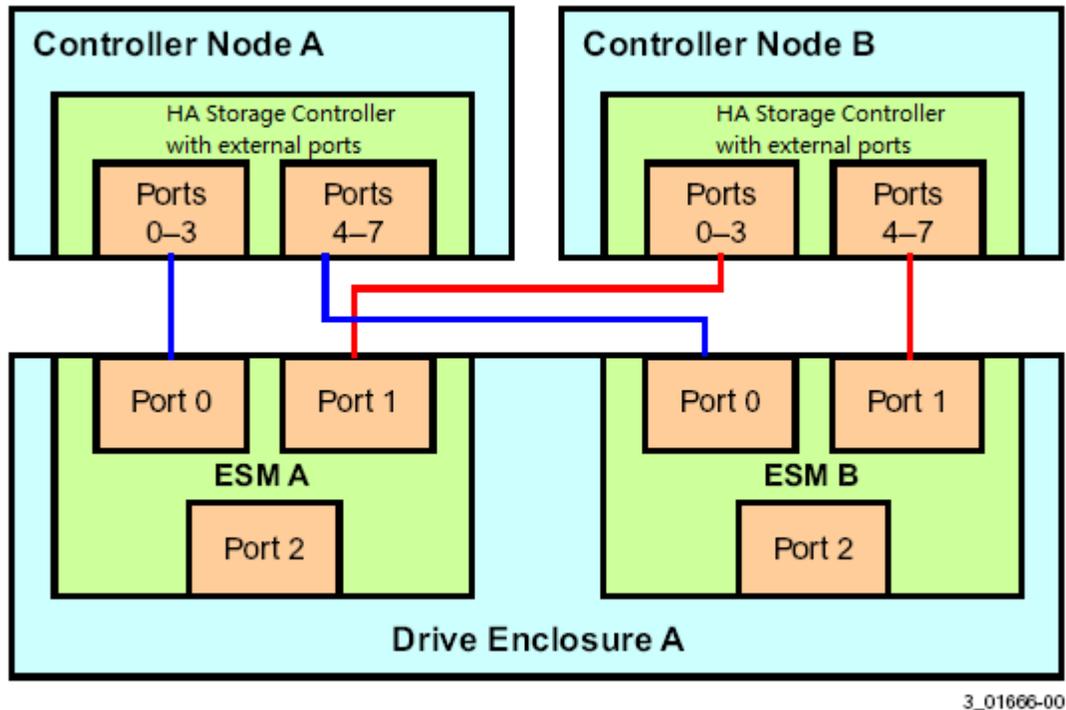
See Section **Cabling Configurations**, for specific cabling instructions for one or two JBODs.

5. Connect power cords to the server units and the JBOD enclosure and power the units.

## Cabling Configurations

This section contains information about initially setting up a Intel® RAID High Availability Storage configuration with one or two JBODs. It also explains how to add a second JBOD to a single-JBOD configuration without interrupting service on the configuration.

The following figure shows how to set up a two-controller-node configuration with a single JBOD enclosure.

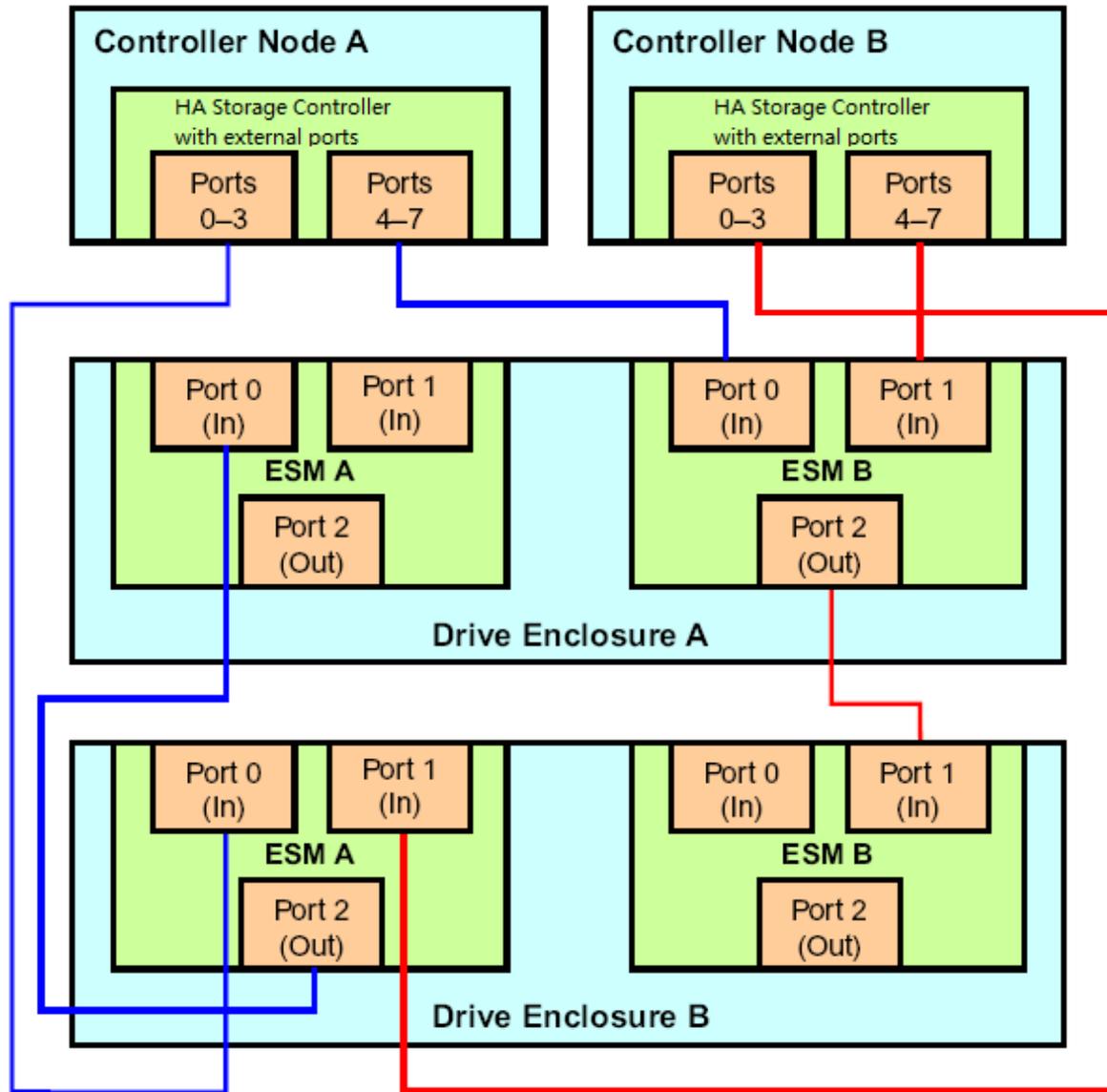


**Figure 6 Two-Controller-Node Configuration with Single JBOD**

The cross-connections between the controllers provide redundant paths that safeguard against ESM failure.

To retain consistent device reporting, the corresponding port numbers for both controllers must be connected to a common enclosure ESM. In this example, port 0 to port 3 of both controllers are connected to ESM A and port 4 to port 7 of both controllers are connected to ESM B.

The following figure shows how to set up a two-controller-node configuration with two JBOD enclosures.



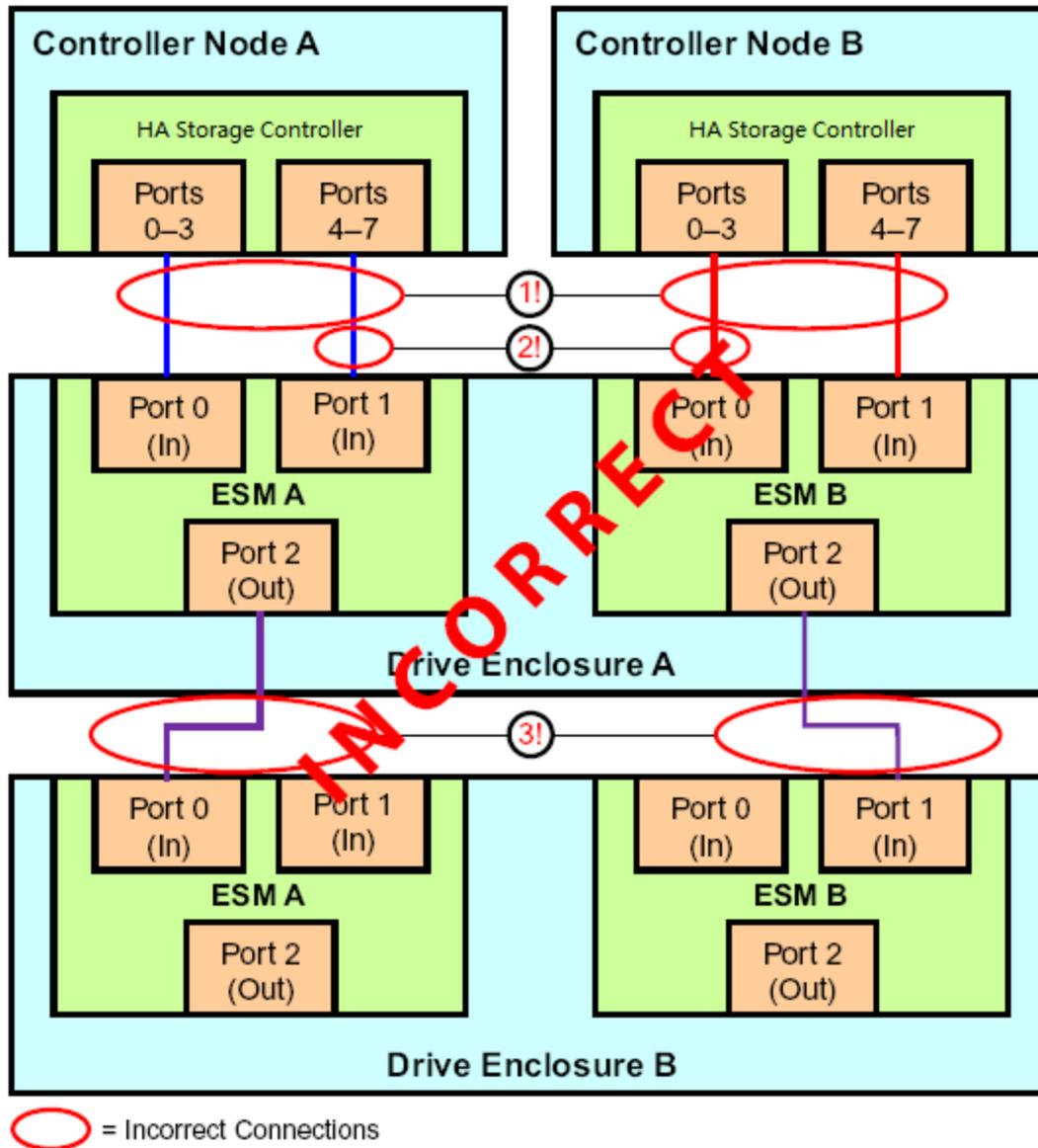
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**Figure 7 Two-Controller-Node Configuration with Dual JBODs**

The top-down/ bottom-up cabling approach shown in this figure has the following benefits:

- The cross-connections between controllers and ESMs safeguard against the complete disconnection of a server from the drive enclosure.
- Continued access to drives is assured in the event of a complete drive enclosure failure or removal.
- Additional expansion drive enclosures can be hot-added without disrupting service, as shown in Figure 9.

The following figure shows an incorrectly cabled configuration with two disk enclosures.

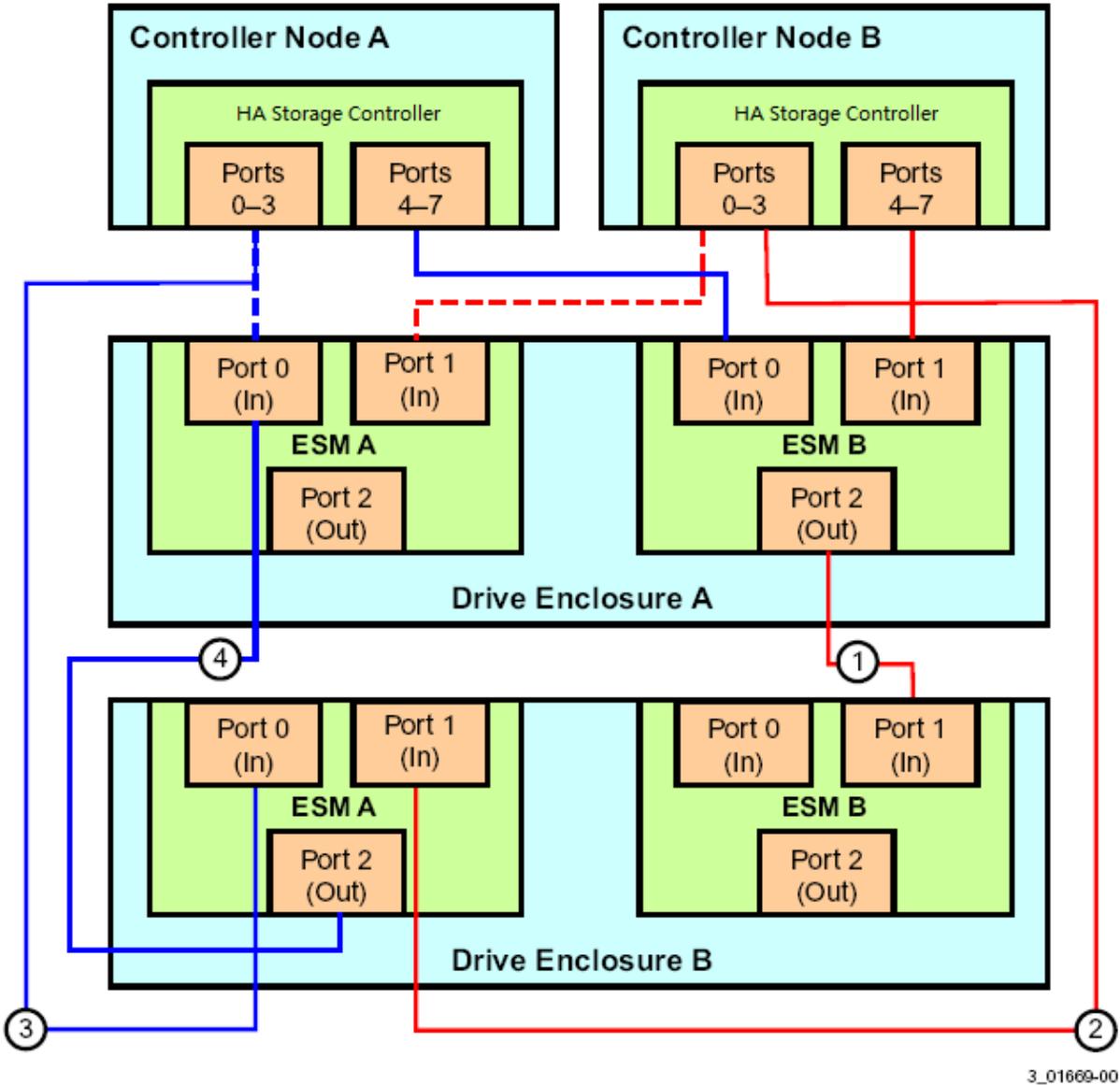


**Figure 8 Example of Incorrect Cabling of Two Disk Enclosures**

This configuration does not work for the following reasons (the numbers correspond to the labels in the figure):

1. The failure of an ESM in drive enclosure A causes disconnection between a server and both drive enclosures.
2. The lack of a proper connection from a controller port number to a common enclosure ESM results in inconsistent device reporting.
3. The failure of drive enclosure A results in disconnection of drive enclosure B from both servers.

The following figure shows how to add a second disk enclosure to an existing two-server cluster without interrupting service on the HA configuration.



**Figure 9 Adding a Second Disk Enclosure - Redundant Configuration**

The steps for adding the second disk enclosure are as follows:

1. Connect a link from port 2 on ESM B of drive enclosure A to port 1 on ESM B of drive enclosure B.
2. Disconnect the link from port 1 on ESM A of drive enclosure A and reconnect it to port 1 on ESM A of drive enclosure B.
3. Disconnect the link from port 0 on ESM A of drive enclosure A and reconnect it to port 0 on ESM A of drive enclosure B.
4. Connect the link from port 2 on ESM A of drive enclosure B to port 0 on ESM A of drive enclosure A.

## Installing Intel® RAID High Availability Storage Software

The next step of setting up the Intel® RAID High Availability Storage solution is to install and configure the software components. The following Intel® RAID High Availability Storage software checklist lists the baseline software components needed for the two controller nodes.

- One of the following supported Operating Systems:
  - Microsoft Windows Server 2008 R2
  - Microsoft Windows Server 2012
- A version of the MegaRAID operating system driver that has support for the Intel® RAID High Availability Storage solution
- A version of Intel® RAID Web Console 2 (RWC2) that has support for the Intel® RAID High Availability Storage solution
- A version of CmdTool2 that supports the Intel® RAID High Availability Storage solution
- (Optional) An SMI-S provider that supports the Intel® RAID High Availability Storage solution

See Section - Verifying HA-DAS Support in Tools and the OS Driver, to learn how to verify that you have the correct version of the tools and driver.

***NOTE: Support for clustered RAID controllers is not enabled by default in the standard build of Microsoft Windows Server 2008 R2. Consult with your server vendor to obtain a version of this operating system that includes this support.***

## Installing the Operating System and the Failover Clustering Feature

When you have finished physically configuring the Intel® RAID High Availability Storage hardware, install one of the supported operating systems on both controller nodes, following the directions provided by Microsoft.

You have two options for installing the operating system for each controller node:

- Install it on a private volume connected to the system-native storage controller. The recommended best practice is to install the operating system on this private volume because the disks in the clustering configuration cannot see this volume. Therefore, no danger exists of accidentally overwriting the operating system disk when you set up clustering.
- Install it on an exclusive virtual drive connected to the Intel® RAID High Availability Storage controller. Exclusive host access is required for a boot volume so the volume is not overwritten accidentally when you create virtual drives for data storage. For instructions on creating exclusive virtual drives using the WebBIOS utility, see Section - Creating Shared VDs with the WebBIOS Utility.

***NOTE: The Intel® RAID High Availability Storage solution does not support booting from a shared operating system volume.***

Install the Failover Cluster feature on both servers, following the instructions in the Microsoft documentation.

## **Installing the MegaRAID Driver**

The Intel® RAID High Availability Storage controllers use a driver that is also used by the MegaRAID SAS products. Install the driver or update it to the version that supports the Intel® RAID High Availability Storage controller. Refer to the installation steps in the release notes in the MegaRAID SAS Device Driver package.

## **Installing the Management Tools**

After you install the operating system on both controller nodes, install the RWC2 and CmdTool2 management tools or the SMI-S Provider by following the installations instructions contained in the *Intel® RAID Software User's Guide*.

## 3. Creating the Intel® RAID High Availability Storage Configuration

This chapter explains how to set up HA-DAS clustering on a Intel® RAID High Availability Storage cluster-in-a-box configuration or a two-server configuration after the hardware is fully configured and the operating system is installed.

### Validating the Failover Configuration

Microsoft recommends that you validate the failover configuration before you set up failover clustering. To do this, run the Validate a Configuration wizard for Windows Server 2008 R2 or Windows Server 2012, following the instructions from Microsoft. The tests in the validation wizard include simulations of cluster actions. The tests fall into the following categories:

- **System Configuration tests.** These tests analyze whether the two server modules meet specific requirements, such as the requirement that the servers must run the same operating system version and software updates.
- **Network tests.** These tests analyze whether the planned cluster networks meet specific requirements, such as requirements for network redundancy.
- **Storage tests.** These tests analyze whether the storage meets specific requirements, such as whether the storage correctly supports the necessary SCSI commands, and handles simulated cluster actions correctly.

Follow these steps to run the Validate a Configuration wizard.

***NOTE:** You can also run the Validate a Configuration wizard after you create the cluster.*

1. In the failover cluster snap-in, in the console tree, make sure Failover Cluster Management is selected and then, under Management, click **Validate a Configuration**.

The Validate a Configuration wizard starts.

2. Follow the instructions for the wizard and run the tests.

Microsoft recommends that you run all available tests in the wizard.

3. When you arrive at the Summary page, click **View Reports** to view the results of the tests.

4. If any of the validation tests fails or results in a warning, correct the problems that were uncovered and run the test again.

### Creating the Cluster

The Microsoft Server 2012 operating system installation does not enable the clustering feature by default. Follow these steps to view the system settings, and, if necessary, enable clustering in Microsoft Server 2012.

1. From the desktop, launch Server Manager.
2. Click **Manage** and select **Add Roles and Features**.

3. If the Introduction box is enabled (and appears), click **Next**.
4. In the Select Installation Type box, select **Role Based or Feature Based**.
5. In the Select Destination Server box, select the system and click **Next**.
6. In the Select Server Roles list, click **Next** to present the Features list.
7. Make sure that failover clustering is installed, including the tools. If necessary, run the Add Roles and Features wizard to install the features dynamically from this user interface.
8. If the cluster nodes need to support I/O as iSCSI targets, expand **File and Storage Services, File Services** and check for iSCSI Target Server and Server for NFS.

The Server Manager includes a configuration validator under Server Manager> Tools> Failover Cluster Manager...Validate a Configuration. Refer to the Microsoft documentation for more detailed information.

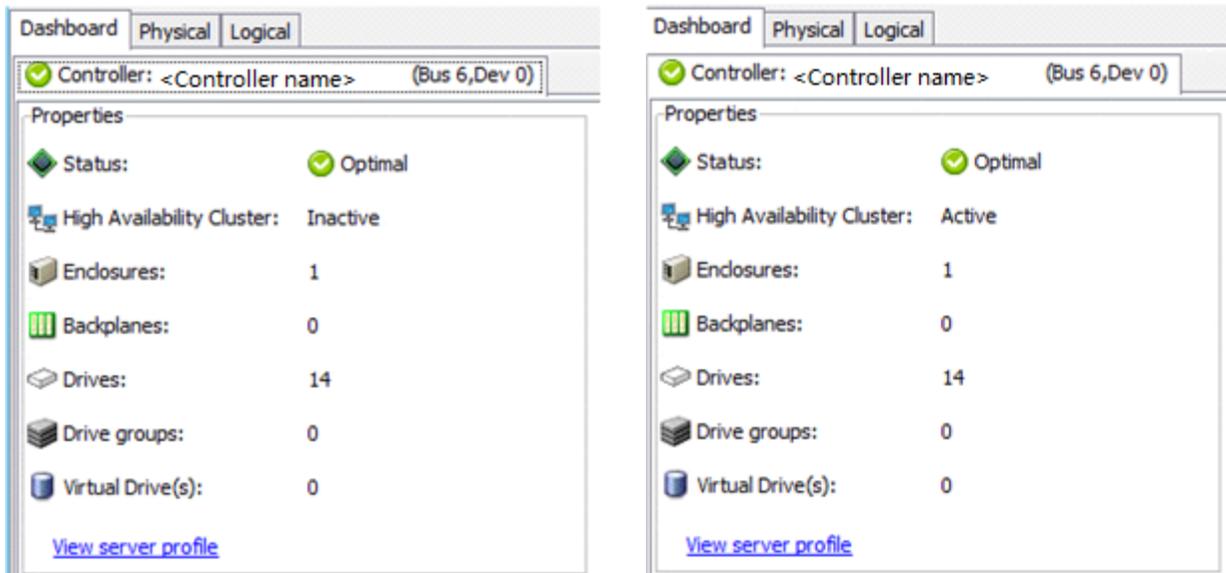
During creation of the cluster, Windows automatically defines and creates the quorum, a configuration database that contains metadata required for the operation of the cluster. To create a shared VD for the quorum, see the instructions in Section **Creating Virtual Drives on the Controller Nodes**.

**NOTE: The recommended best practice is to create a small redundant VD for the quorum. A size of 500 MB is adequate for this purpose.**

To determine if the cluster is active, run RWC2 and look at the **Dashboard** tab for the controller. The first of two nodes that boots shows the cluster status as Inactive until the second node is running and the RWC2 dashboard on the first node has been refreshed.

**NOTE: To refresh the RWC2 dashboard, press F5 or select Manage > Refresh on the menu.**

The following figure shows, on the left, the controller dashboard with *Inactive* cluster status. The dashboard on the right side of the figure shows the change to *Active* cluster status.



**Figure 10 Controller Dashboard: Inactive and Active Cluster Status**

## Creating Virtual Drives on the Controller Nodes

The next step is creating VDs on the JBOD disks or on the disks in the cluster-in-a-box enclosure.

The HA-DAS cluster configuration requires a minimum of one shared VD to be utilized as a quorum disk to enable Microsoft operating system support for clusters. Refer to the Intel<sup>®</sup> RAID Software User's Guide for information about the available RAID levels and the advantages of each one.

As explained in the instructions in the following sections, VDs created for storage in an HA-DAS configuration must be shared. If you do not designate them as shared, the VDs are visible only from the controller node on which they were created.

You can use the WebBIOS pre-boot utility to create the VDs. You can also use the Intel<sup>®</sup> RAID Web Console 2 (RWC2) utility or the CmdTool2 utility to create VDs after Windows has booted. Refer to the *Intel<sup>®</sup> RAID Software User's Guide* for complete instructions on using these utilities.

### Creating Shared VDs with the WebBIOS Utility

To coordinate the configuration of the two controller nodes, both nodes must be booted into the WebBIOS pre-boot utility. The two nodes in the cluster system boot simultaneously after power on, so you must rapidly access both consoles. One of the systems is used to create the VDs; the other system simply remains in the pre-boot utility. This approach keeps the second system in a state that does not fail over while the VDs are being created on the first system.

***NOTE: The WebBIOS utility cannot see boot sectors on the disks. Therefore, be careful not to select the boot disk for a VD. Preferably, unshare the boot disk before doing any configuration with the pre-boot utility. To do this, select Logical Drive Properties and deselect the Shared Virtual Disk property.***

Follow these steps to create VDs with the WebBIOS utility.

1. When prompted during the POST on the two systems, use the keyboard to access the WebBIOS pre-boot BIOS utility (on both systems) by pressing Ctrl-G.

You must respond quickly, because the system boot times are very similar and the time-out period is short. When both controller nodes are running the WebBIOS utility, follow these steps to create RAID 5 arrays.

***NOTE: To create a RAID 0, RAID 1, or RAID 6 array, modify the instructions to select the appropriate number of disks.***

2. Click Start.

3. On the WebBIOS main page, click **Configuration Wizard**, as shown in the following figure.

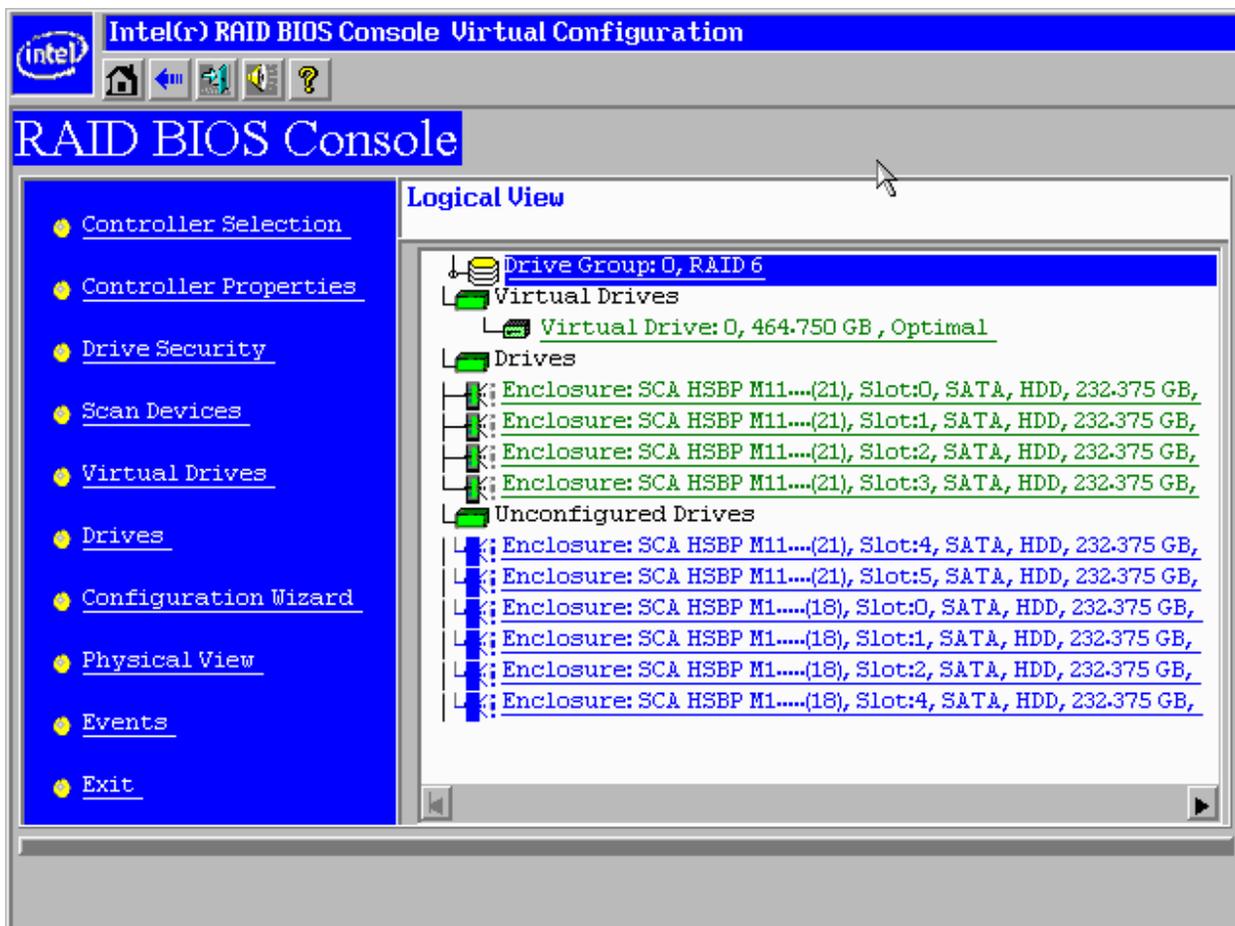


Figure 11 WebBIOS Main Page

The first Configuration Wizard window appears.

4. Select **Add Configuration** and click **Next**.
5. On the next wizard screen, select **Manual Configuration** and click **Next**.

The Drive Group Definition window appears.

6. In the Drives panel on the left, select the first drive, then hold down the Ctrl key and select more drives for the array, as shown in the following figure.

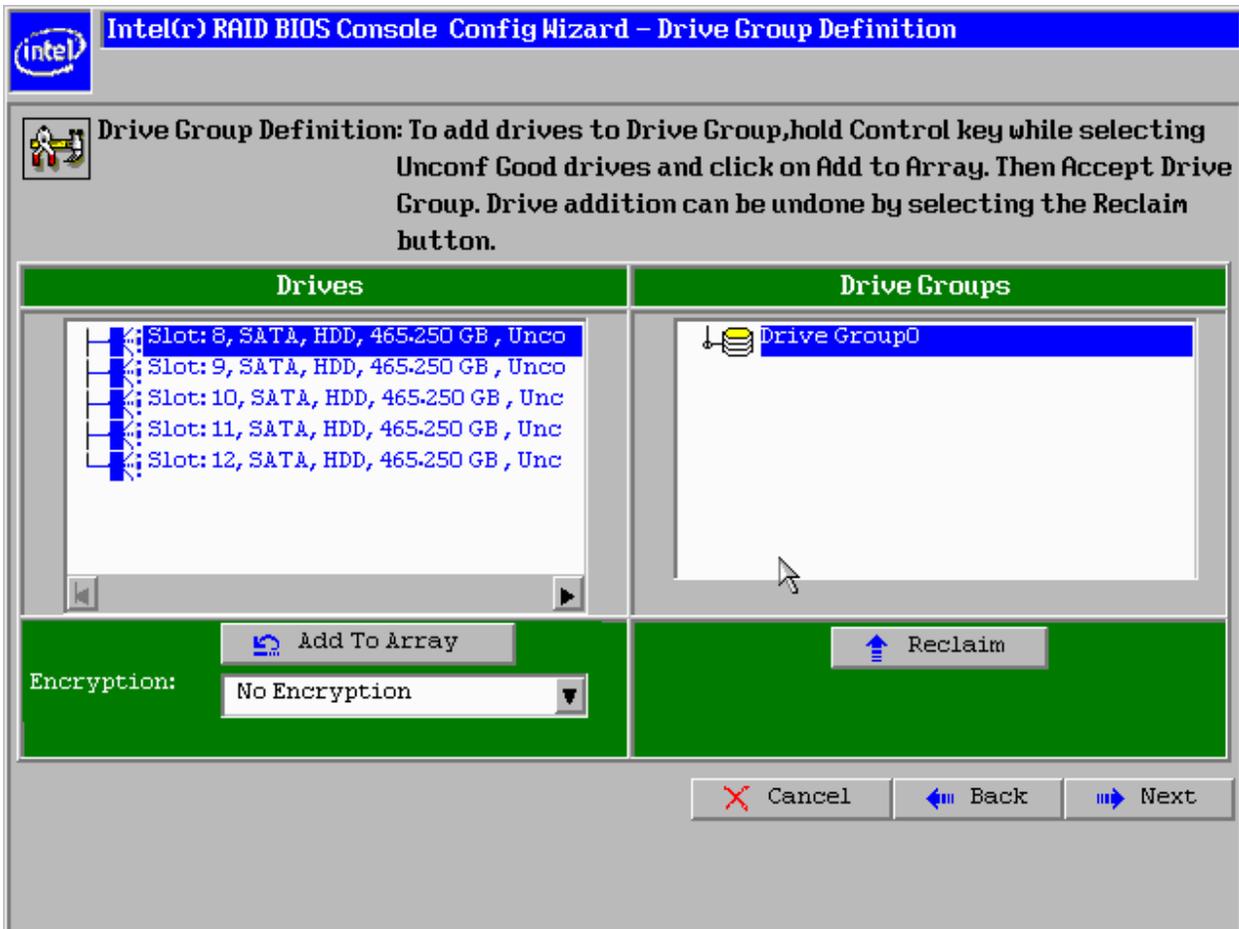
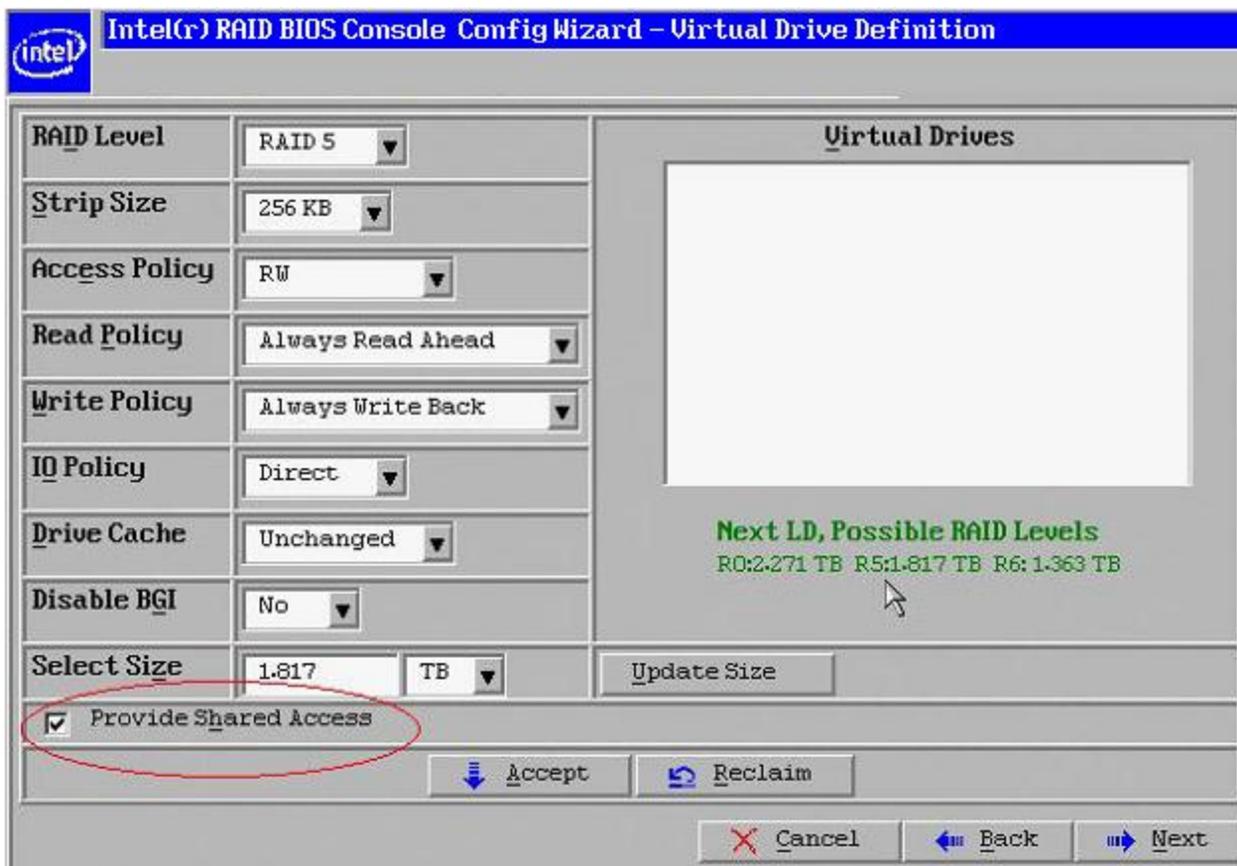


Figure 12 Selecting Drives

7. Click **Add To Array**, click **ACCEPT**, and click **Next**.
8. On the next screen, click **Add to SPAN**, then click **Next**.
9. On the next screen, click **Update Size**.
10. Select the **Share Virtual Drive** option on the bottom left of the window, as shown in the following figure.



**Figure 13 Virtual Drive Definition**

This option enables a shared VD that both controller nodes can access. If you uncheck this box, the VD has a status of exclusive, and host access exists only for the controller node that created this VD.

11. On this same page, click **Accept**, then click **Next**.
12. On the next page, click **Next**.
13. Click **Yes** to accept the configuration.
14. Repeat the previous steps to create the other VDs.

As the VDs are configured on the first controller node, the other controller node's drive listing is updated to reflect the use of the drives.

15. When prompted, click **Yes** to save the configuration, and click **Yes** to confirm that you want to initialize it.

16. Define hot spare disks for the VDs to maximize the level of data protection.

**NOTE: The Intel® RAID High Availability Storage solution supports global hot spares and dedicated hot spares. Global hot spares are global for the cluster, not for a controller.**

17. When all VDs are configured, reboot both systems as a cluster.

## Creating Shared VDs with CmdTool264.exe on Windows Server 2012

CmdTool2 is a command-line-driven utility used to create and manage VDs. CmdTool2 can run in any directory on the server. The following procedure assumes that a current copy of the 64-bit Windows version of CmdTool2 is located on the server in c:\intel\cli.

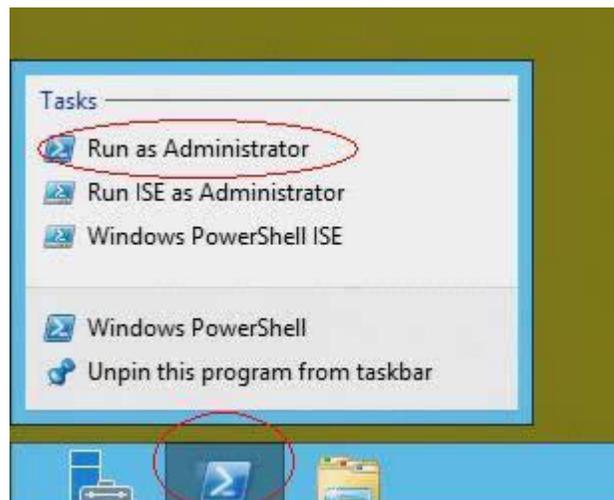
The steps for creating a VD are slightly different depending on whether you run CmdTool2 in Windows PowerShell® or from a Windows command prompt. Therefore, two sets of instructions are included.

### Creating Shared VDs: Running CmdTool2 in Windows PowerShell

Follow these steps to create a shared VD with CmdTool2 on Microsoft Windows Server 2012 running in Windows PowerShell.

**NOTE:** Enter the command line entries exactly as shown in the following instructions, because it is slightly different than the syntax used for the Windows command prompt. The CmdTool2 help and documentation do not include syntactical references to PowerShell.

1. On the Microsoft Server 2012 desktop, right-click the PowerShell icon and select Run as Administrator from the pop-up menu, as shown in the following figure.



**Figure 14 Starting PowerShell**

2. At the PowerShell prompt, enter the command `cd \intel\cli` to change to the CmdTool2 directory.
3. At the PowerShell prompt, run the following command:

```
.\CmdTool264 "-cfgdsply -a0"
```

The `-a0` parameter presumes that there is only one Intel® RAID High Availability Storage controller in the system or that these steps reference the first Intel® RAID High Availability Storage controller in a system with multiple controllers. The following figure shows some sample configuration information that appears in response to the command.

```

Number of enclosures on adapter 0 -- 3

Enclosure 0:
Device ID           : 20
Number of Slots     : 24
Number of Power Supplies : 2
Number of Fans      : 4
Number of Temperature Sensors : 4
Number of Alarms    : 0
Number of SIM Modules : 2
Number of Physical Drives : 24
Status              : Normal
Position            : 1
Connector Name      : Port 4 - 7
Enclosure type      : SES
FRU Part Number     : N/A
Enclosure Serial Number : N/A
ESM Serial Number   : N/A
Enclosure Zoning Mode : N/A
Partner Device Id   : 33

Inquiry data       :
Vendor Identification : LSI
Product Identification : DE5600-SAS
Product Revision Level : 0319
Vendor Specific       : 6.0GC Camden TrayA

```

**Figure 15 Sample Configuration Information**

The command outputs many lines of information that scroll down in the PowerShell window. You need to use some of this information in the command line to create the shared VD.

4. Find the drive enclosure number Device ID for the system and also the Device IDs of available physical drives for the VD you will create.

In the preceding figure, the enclosure device ID of 20 appears close to the top of the window. Use the scroll bar to find the device IDs of the physical drives for the VD. The format of the drive IDs appears as follows:

```

Physical Disk: 1
Enclosure Device ID: 20
Slot Number: 2
Drive's position: DiskGroup: 0, Span; 0, Arm: 1
Enclosure position: 0
Device Id: 1
WWN: 5000C5001AA6F4DC

```

5. Create the shared VD using the enclosure and disk device IDs with the following command line syntax:

```
.\CmdTool264 "-cfgldadd -r5[20:1,20:2,20:3,20:4,20:5] WB RA direct -strpsz64 -a0"
```

The following notes explain the command line parameters.

- The `-cfgldadd` parameter configures and adds a VD (logical disk).
- The `-r5` parameter selects RAID 5 as the RAID level.

- The opening and closing square brackets define the list of drives for the VD. Each drive is listed in the form enclosure device ID: drive device ID.
- The *WB* parameter sets the controller to use the write cache. (Alternatively, the *WT* parameter sets the controller cache for write through.)
- The *RA* parameter sets the controller cache for read ahead.
- The *direct* parameter sets direct I/O.
- The *-stripes64* parameter sets the stripe size to 64 KB.
- The *-a0* parameter selects the first Intel<sup>®</sup> RAID High Availability Storage controller in the system.
- The HA-DAS version of CmdTool2 creates, by default, a shared VD that is visible to all cluster nodes.

**NOTE:** To create a VD that is visible only to the node that created it (such as creating a boot volume for this cluster node), add the *-exclusive* parameter to the command line.

- The *-a0* parameter selects the first Intel<sup>®</sup> RAID High Availability Storage controller in the system.

For more information about the CmdTool2 command line parameters, refer to the *Intel<sup>®</sup> RAID Controller Command Line Tool 2 User Guide*

### Creating Shared VDs: Running CmdTool2 from a Windows Command Prompt

Follow these steps to create shared VDs with CmdTool2 on Microsoft Windows Server 2012, running in a Windows command prompt:

1. Move the mouse to the lower right hand corner of the screen and select Search when the icons appear, as shown in the following figure.



**Figure 16 Selecting Search**

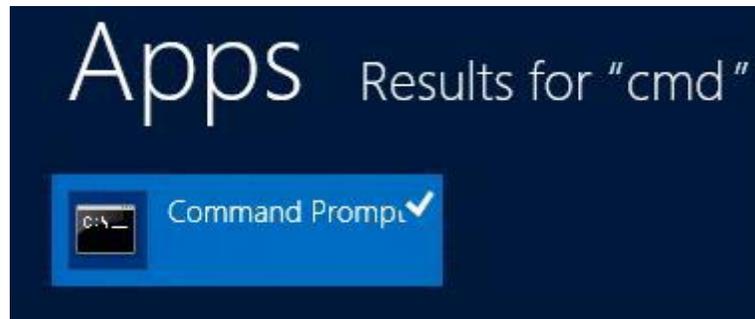
2. Search for **cmd**, as shown in the following figure.



**Figure 17 Searching for 'cmd'**

The system finds the command prompt.

3. Right-click the Command Prompt. A properties check indicator appears on the button, as shown in the following figure.



**Figure 18 Command prompt**

The following button appears at the bottom of the desktop to open the command prompt as Administrator.



**Figure 19 Run as Administrator Button**

Click the button to open a command prompt, as shown in the following figure.

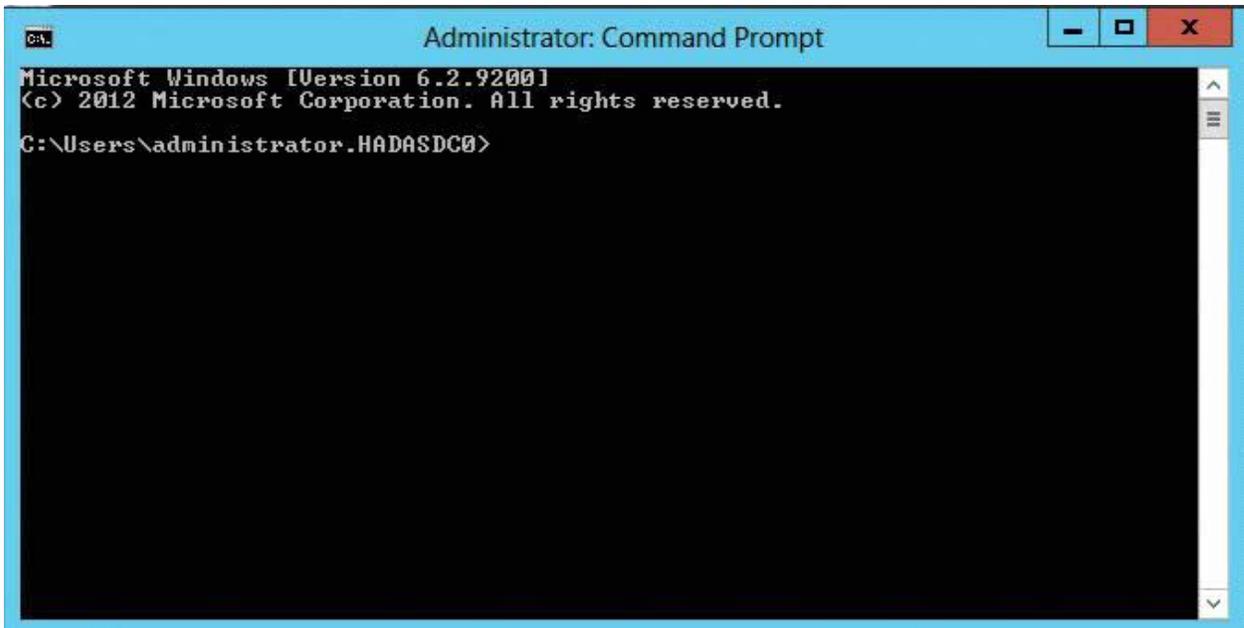


Figure 20 Windows Command Prompt

4. Enter the following command at the prompt:

*CmdTool264 -cfgdsply -a0*

The *-a0* parameter presumes that there is only one Intel® RAID High Availability Storage controller in the system or that these steps reference the first Intel® RAID High Availability Storage controller in a system with multiple controllers. The following figure shows some sample configuration information that appears in response to the command.

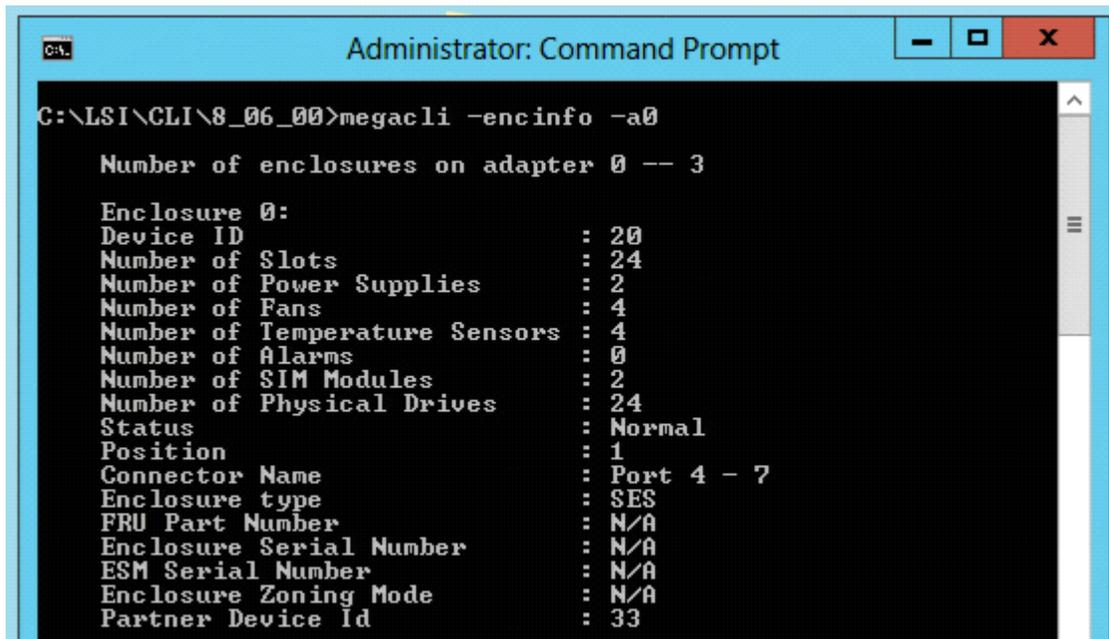


Figure 21 Sample Configuration Information

The command outputs many lines of information that scroll down in the command prompt window. You need to use some of this information in the command line to create the shared VD.

5. Find the drive enclosure number Device ID for the system and also the Device IDs of available physical drives for the VD you will create.

In the preceding figure, the enclosure device ID of 20 appears close to the top of the window. Use the scroll bar to find the device IDs of the physical drives for the VD. The format of the drive IDs appears as follows:

Physical Disk: 1

Enclosure Device ID: 20

Slot Number: 2

Drive's position: DiskGroup: 0, Span: 0, Arm: 1

Enclosure position: 0

Device Id: 1

WWN: 5000C5001AA6F4DC

6. Create the shared VD using the enclosure and disk device IDs with the following command line syntax:

```
CmdTool264 -cfgldadd -r5[20:1,20:2,20:3,20:4,20:5] WB RA direct -strpsz64 -a0
```

- The following notes explain the command line parameters.
- The `-cfgldadd` parameter configures and adds a VD (logical disk).
- The `-r5` parameter selects RAID 5 as the RAID level.
- The opening and closing square brackets define the list of drives for the VD. Each drive is listed in the form enclosure device ID: drive device ID.
- The `WB` parameter sets the controller to use the write cache. (Alternatively, the `WT` parameter sets the controller cache for write through.)
- The `RA` parameter sets the controller cache for read ahead.
- The `direct` parameter sets direct I/O.
- The `-strpsz64` parameter sets the stripe size to 64 KB.
- The `-a0` parameter selects the first Intel® RAID High Availability Storage controller in the system.
- The HA-DAS version of `CmdTool2` creates, by default, a shared VD that is visible to all cluster nodes.

***NOTE: To create a VD that is visible only to the node that created it (such as creating a boot volume for this cluster node), add the `-exclusive` parameter to the command line.***

- The `-a0` parameter selects the first Intel® RAID High Availability Storage controller in the system.

For more information about the `CmdTool2` command line parameters, refer to the *Intel® RAID Controller Command Line Tool 2 User Guide*

## Creating Shared VDs with RWC2

Follow these steps to create VDs for data storage with RWC2. When you create the VDs, you assign the Share Virtual Drive property to them so they are visible from both controller nodes. This example assumes you are creating a RAID 5 redundant VD. Modify the instructions as needed for other RAID levels.

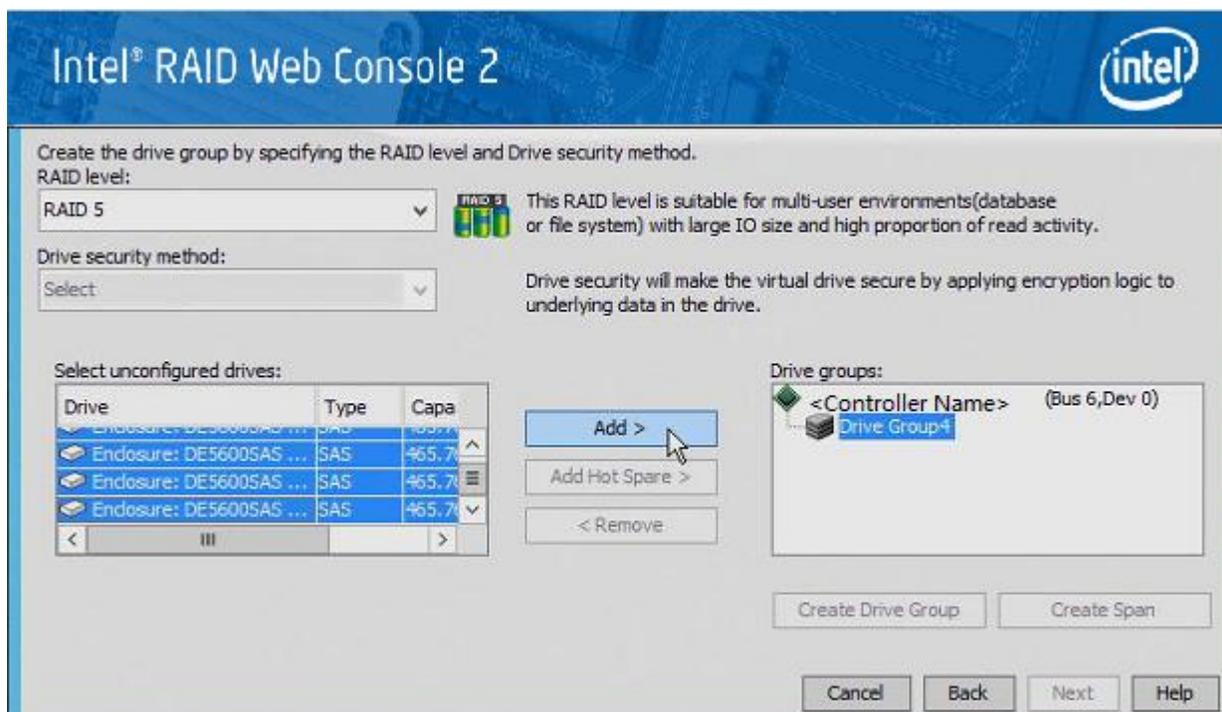
**NOTE:** *Not all versions of RWC2 support HA-DAS. Check the release notes to determine if your version of RWC2 supports HA-DAS. Also, see Section - Verifying HA-DAS Support in Tools and the OS Driver.*

1. In the left panel of the RWC2 Logical pane, right-click the Intel® RAID High Availability Storage controller and select **Create Virtual Drive** from the pop-up menu.

The Create Virtual Drive wizard appears.

2. Select the **Advanced** option and click **Next**.

3. In the next wizard screen, select **RAID 5** as the RAID level, and select unconfigured drives for the VD, as shown in the following figure.



**Figure 22 Drive Group Settings**

4. Click **Add** to add the VD to the drive group.

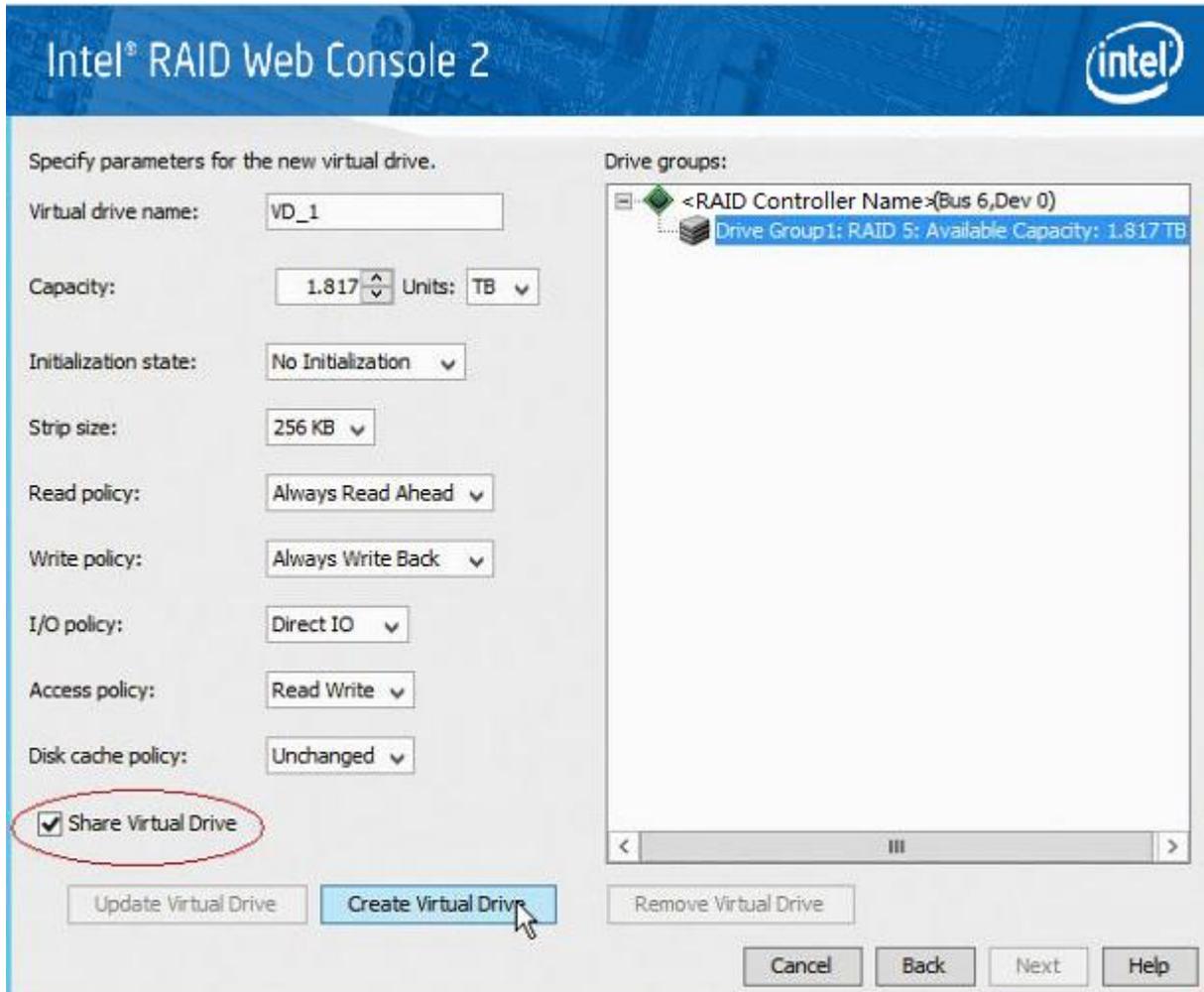
The selected drives appear in the Drive groups window on the right.

5. Click **Create Drive Group**. Then click **Next** to continue to the next window.

The Virtual Drive Settings window appears.

6. Enter a name for the VD.
7. Select **Always Write Back** as the Write policy option, and select other VD settings as required.
8. Select the **Share Virtual Drive** option, as shown in the following figure.

**NOTE:** If you do not select *Share Virtual Drive*, the VD is visible only from the server on which it is created.



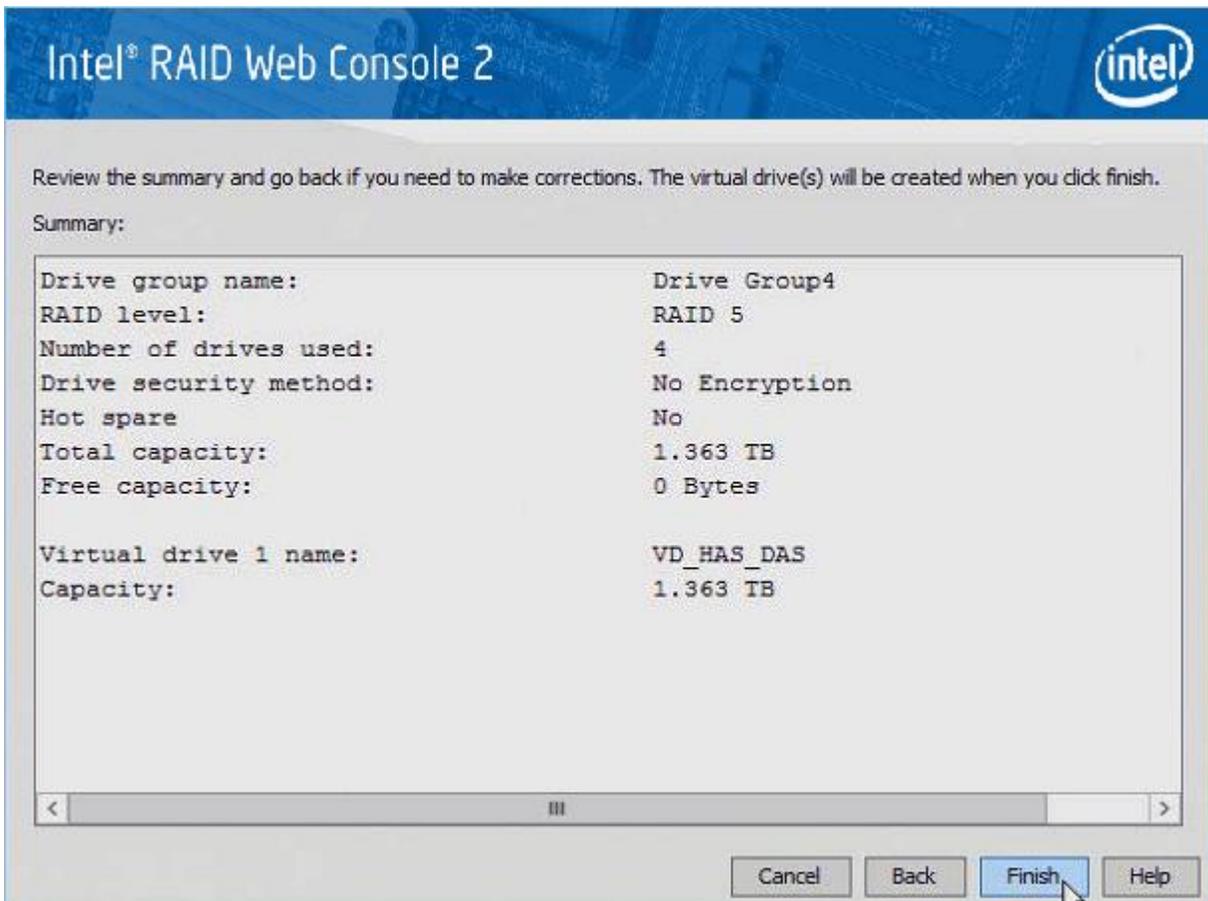
**Figure 23 Share Virtual Drive Option**

9. Click **Create Virtual Drive** to create the virtual drive with the settings you have specified.

The new VD appears in the Drive groups window on the right of the window.

10. Click **Next** to continue.

The Create Virtual Drive Summary window appears, as shown in the following figure.

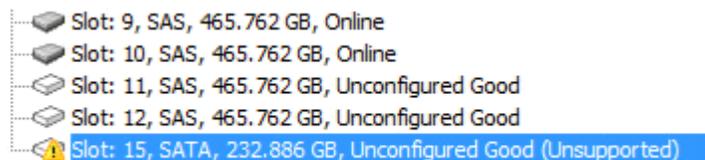


**Figure 24 Create Virtual Drive Summary**

11. Click **Finish** to complete the VD creation process.
12. Click **OK** when the Create Virtual Drive - complete message appears.

### Unsupported Drives

Drives that are used in the Intel® RAID High Availability Storage solution must have HA-DAS-compatible implementations of the SCSI-3 persistent reservation (PR) feature. Intel maintains a list of drives that meet this requirement. If the RAID Web Console 2 (RWC2) utility finds a drive that does not support the PR feature, it marks the drive as Unsupported, as shown in the following figure.



**Figure 25 Unsupported Drive in RWC2**

## HA-DAS SSD Cache Support

The Intel® RAID High Availability Storage controller includes support for SSD Cache 1.0, a feature that uses SAS SSD devices for read caching of frequently accessed read data. When a VD is enabled for the SSD Cache feature, frequently read data regions of the VD are copied into the SSD when the SSD Cache algorithm determines the region is a good candidate. When the data region is in the SSD Cache SSD volume, the firmware can service related reads from the faster access SSD volume instead of the higher latency hard disk VD. The SSD Cache feature uses a single SSD to service multiple VDs.

The Intel® RAID High Availability Storage solution requires the use of SAS SSDs that support SCSI-3 persistent reservations (PR) for SSD Cache VDs. Intel maintains a list of SAS SSD drives that meet the HA-DAS requirements.

**NOTE:** *A SSD Cache VD is not presented to the host operating system, and it does not move to the peer controller node when a failover occurs. A SSD Cache VD possesses properties that are similar to a VD with exclusive host access. Therefore, the SSD Cache volume does not cache read I/Os for VDs that are managed by the peer controller node.*

Follow these steps to create a SSD Cache 1.0 VD as part of a Intel® RAID High Availability Storage configuration. The procedure automatically associates the SSD Cache volume with all existing shared VDs in the configuration. Be sure that one or more SAS SSD drives are already present in the system. Also, be sure you are using a version of RWC2 that supports HA-DAS.

1. In RWC2, open the physical view, right-click the controller, and select **Create SSD Cache - SSD Caching**, as shown in the following figure.

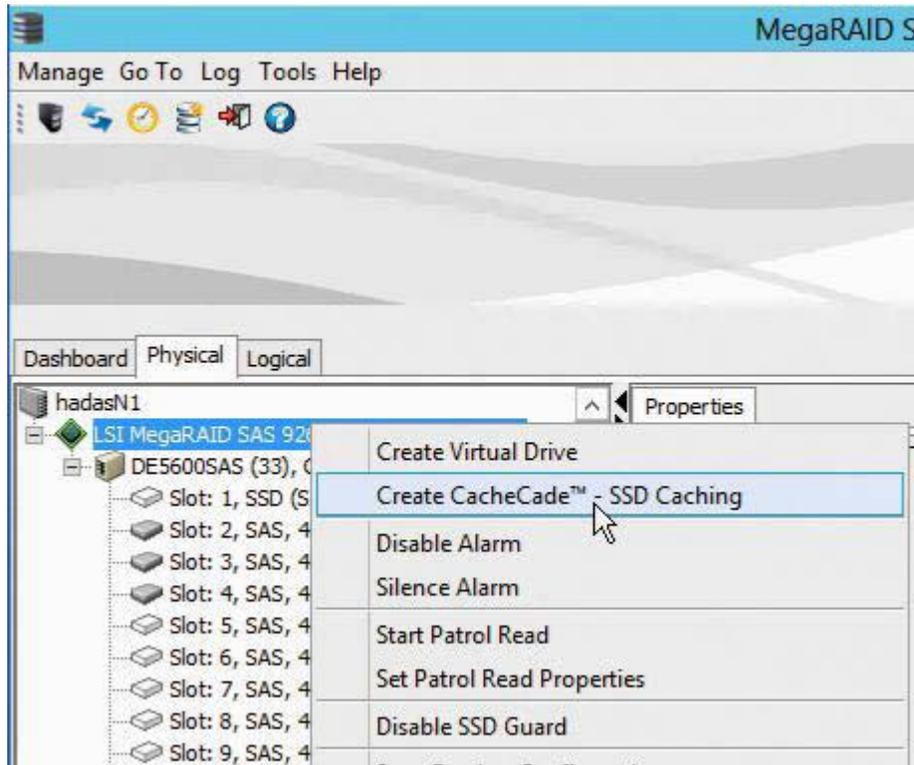
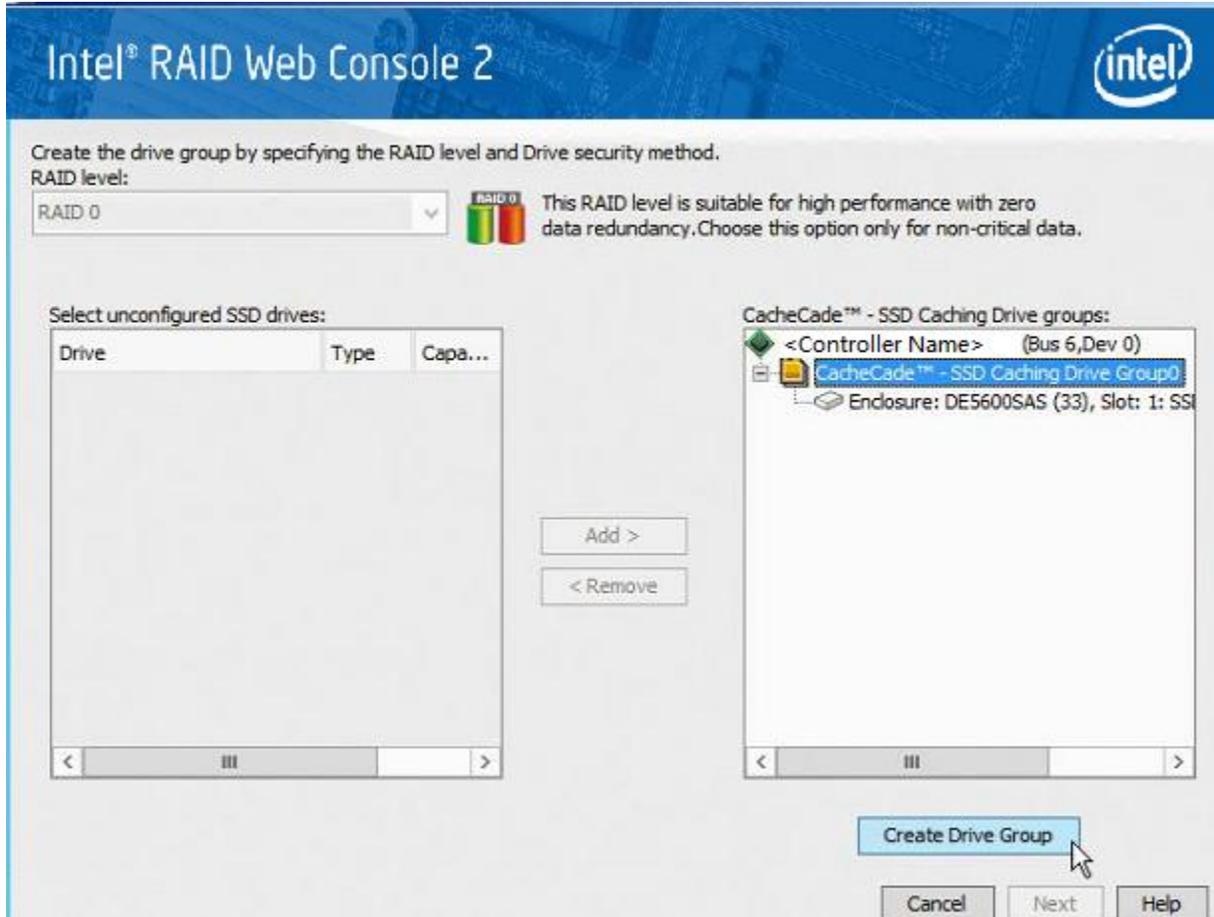


Figure 26 Creating SSD Cache

2. In the Drive Group window, set the SSD Cache RAID level and select one or more unconfigured SSD drives. Use the Add button to place the selected drives into the drive group.

RAID 0 is the recommended RAID level for the SSD Cache volume.

The following figure shows the SSD Cache drive group.

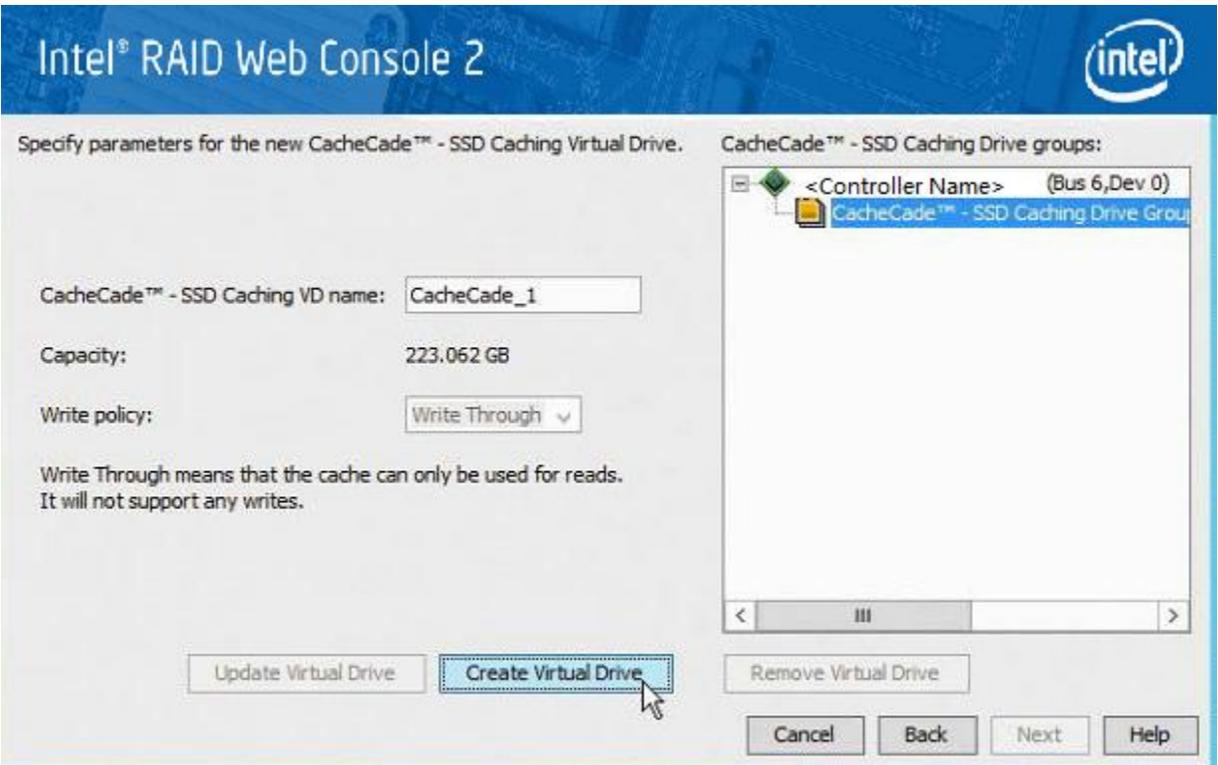


**Figure 27 Creating SSD Cache Drive Group 1**

3. Click **Create Drive Group** and then click **Next**.

4. In the Create SSD Cache SSD Caching Virtual Drive window, update the SSD Caching VD name and set the size as necessary.

The maximum allowable size for the SSD Cache volume is 512 GB. To achieve optimal read cache performance, the recommended best practice is to make the size as large as possible with the available SSDs, up to this limit.



**Figure 28 Creating SSD Cache Drive Group 2**

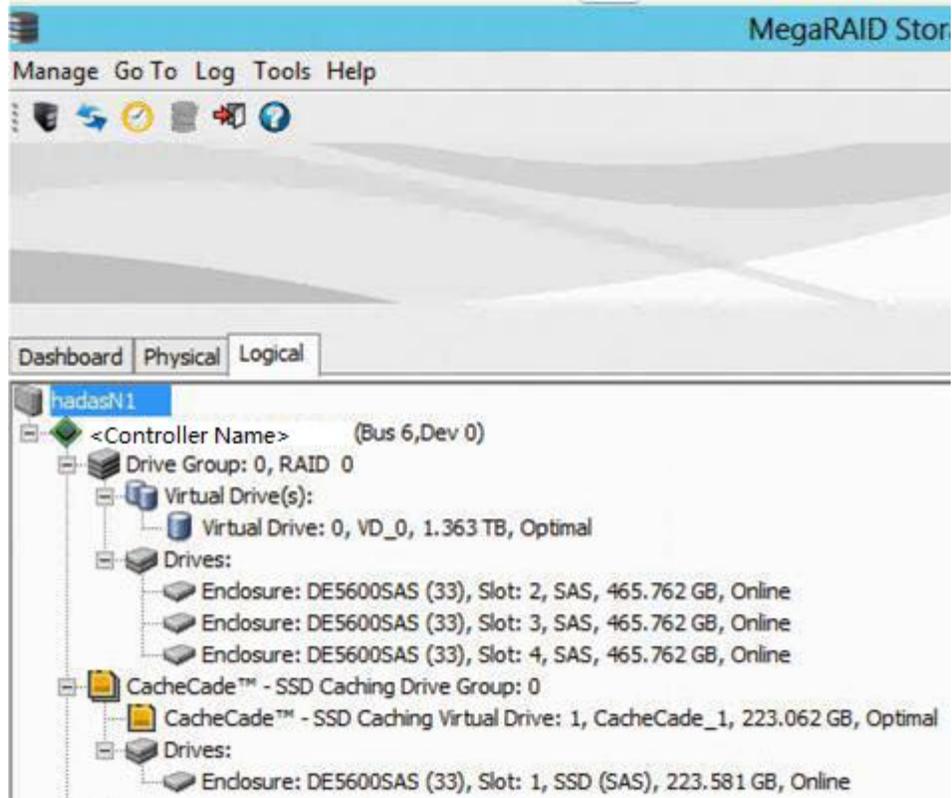
5. Click **Create Virtual Drive** and then click **Next**.
6. In the Create SSD Cache SSD Caching Summary window, review the configuration and then click **Finish**.



**Figure 29 Reviewing the Configuration**

7. In the Create SSD Cache Complete box, click **OK**.

The CacheCache VD now appears on the Physical Tab of RWC2, as shown in the following figure. The SSD Cache volume association with the drive groups appears in this view.



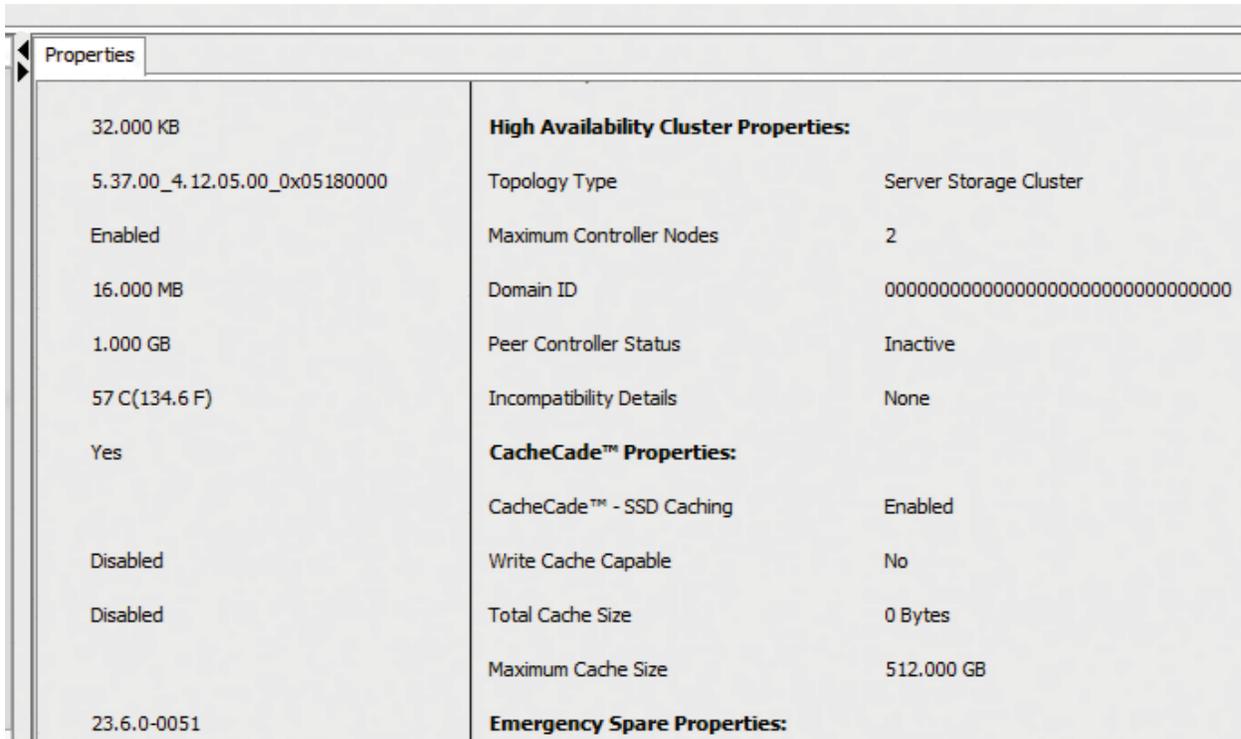
**Figure 30 New SSD Cache Drive Group**

## 4. System Administration

This chapter explains how to perform system administration tasks, such as planned failovers and updates of the Intel® RAID High Availability Storage controller firmware.

### High Availability Properties

The following figure shows the high availability properties that RWC2 displays on the Controller Properties tab for a Intel® RAID High Availability Storage controller.



Properties	
32.000 KB	<b>High Availability Cluster Properties:</b>
5.37.00_4.12.05.00_0x05180000	Topology Type Server Storage Cluster
Enabled	Maximum Controller Nodes 2
16.000 MB	Domain ID 00000000000000000000000000000000
1.000 GB	Peer Controller Status Inactive
57 C(134.6 F)	Incompatibility Details None
Yes	<b>CacheCade™ Properties:</b>
Disabled	CacheCade™ - SSD Caching Enabled
Disabled	Write Cache Capable No
23.6.0-0051	Total Cache Size 0 Bytes
	Maximum Cache Size 512.000 GB
	<b>Emergency Spare Properties:</b>

**Figure 31 Controller Properties: High Availability Properties**

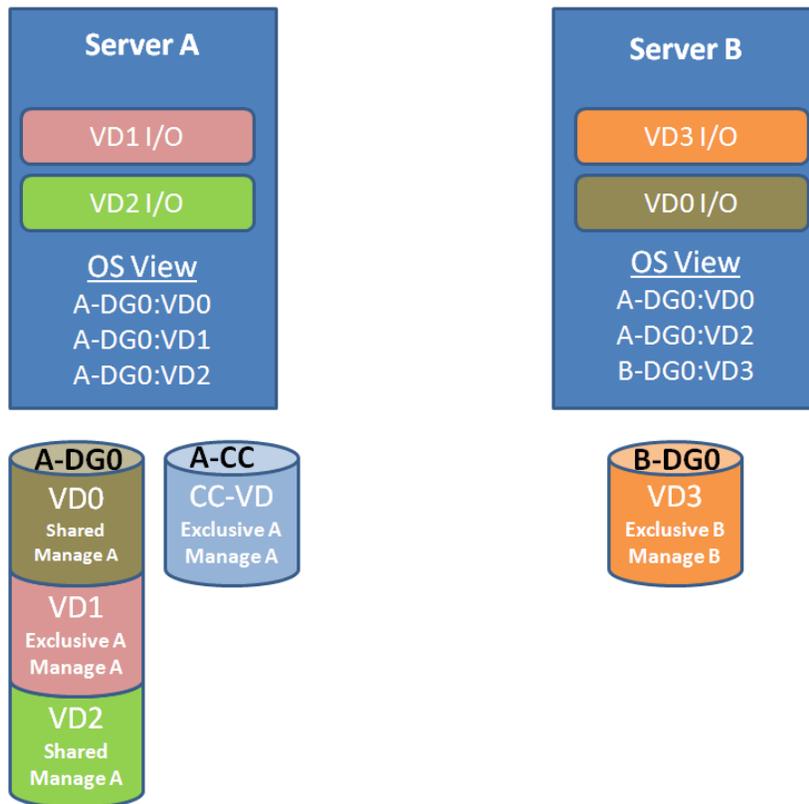
A description of each high availability property follows:

- Topology Type – A descriptor of the HA topology for which the Intel® RAID High Availability Storage controller is currently configured (the default is Server Storage Cluster).
- Maximum Controller Nodes – The maximum number of concurrent Intel® RAID High Availability Storage controllers within the HA domain that the controller supports.
- Domain ID – A unique number that identifies the HA domain in which the controller is currently included. This field has a number if the cluster or peer controller is in active state.
- Peer Controller Status – The current state of the peer controller.
  - Active: The peer controller is present and is participating in the HA domain.
  - Inactive: The peer controller is missing or has failed.
  - Incompatible: The peer controller is detected, but it has an incompatibility with the controller.

- Incompatibility Details – If the peer controller is incompatible, this field lists the cause of the incompatibility.

## Understanding Failover Operations

A failover operation in HA-DAS is the process by which VD management transitions from one server/controller node to the peer server/controller node. A failover operation might result from a user-initiated (planned) actions to move an application to a different controller node so that maintenance activities can be performed, or the failover might be unintended (unplanned), resulting from hardware or software component failure that blocks access to the storage devices. The following figures shows an example of a failover operation of various drive groups and VDs from Server A to Server B.



**Figure 32 Before Failover from Server A to Server B**

Before failover, the cluster status is as follows in terms of the management of the drive group and the VDs:

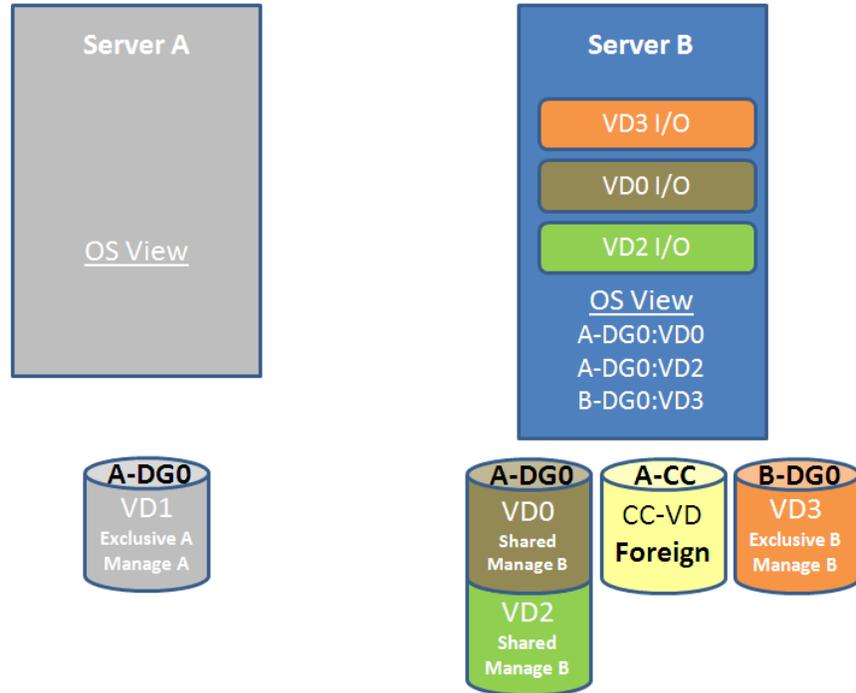
- All VDs in A-DG0 (Server A - Drive Group 0) are managed by Server A.
- VD3 in B-DG0 (Server B – Drive Group 0) is managed by Server B.
- The SSD Cache VD (CC-VD) in A-CC is managed by Server A and services VDs in drive group A-DG0.

Before failover, the operating system perspective is as follows:

- The operating system on Server A only sees VDs with shared host access and exclusive host access to Server A.
- The operating system on Server B only sees VDs with shared host access and exclusive host access to Server B.

Before failover, the operating system perspective of I/O transactions is as follows:

- Server A is handling I/O transactions that rely on A-DG0:VD1 and A-DG0:VD2.
- Server B is handling I/O transactions that rely on A-DG0:VD0 and B-DG0:VD3.



**Figure 33 After Failover from Server A to Server B**

After failover, the cluster status is as follows in terms of the management of the drive group and the VDs:

- All shared VDs in A-DG0 have failed over and are now managed by Server B.
- VD3 in B-DG0 is still managed by Server B.
- The SSD Cache VD (CC-VD) in A-CC now appears as a foreign VD on Server B but does not service any VDs in A-DG0 or B-DG0.

After failover, the operating system perspective is as follows:

The operating system on Server B manages all shared VDs and any exclusive Server B VDs.

After failover, the operating system perspective of I/O transactions is as follows:

- Failover Cluster Manager has moved the I/O transactions for VD2 on A-DG0 to Server B.
- Server B continues to run I/O transactions on B-DG0:VD3.

- I/O transactions that rely on the exclusive A-DG0:VD1 on Server A fail because exclusive volumes do not move with a failover.

**NOTE: When Server A returns, the management and I/O paths of the pre-failover configurations are automatically restored.**

The following sections provide more detailed information about planned failover and unplanned failover.

## Understanding and Using Planned Failover

A planned failover occurs when you deliberately transfer control of the drive groups from one controller node to the other. The usual reason for initiating a planned failover is to perform some kind of maintenance or upgrade on one of the controller nodes—for example, upgrading the controller firmware, as described in the following section. A planned failover can occur when there is active data access to the shared drive groups.

Before you start a planned failover on the Intel® RAID High Availability Storage system, be sure that no processes are scheduled to run during that time. Be aware that system performance might be impacted during the planned failover.

NOTE: Failed-over VDs with exclusive host access cannot be accessed unless the VD host access is set to shared. Do not transition operating system boot volumes from EXCLUSIVE to SHARED.

### Planned Failover in Windows Server 2012

Follow these steps to perform a planned failover on a Intel® RAID High Availability Storage system running Windows Server 2012.

1. Create a backup of the data on the Intel® RAID High Availability Storage system.
2. In the Failover Cluster Manager snap-in, if the cluster that you want to manage is not displayed, in the console tree, right-click **Failover Cluster Manager**, click **Manage a Cluster**, and then select or specify the cluster that you want.
3. If the console tree is collapsed, expand the tree under the cluster that you want to configure.
4. Expand **Services and Applications**, and then click the name the virtual machine.
5. On the right-hand side of the screen, under **Actions**, click **Move this service or application to another node**, and click the name of the other node.

As the virtual machine is moved, the status is displayed in the results panel (center panel). You can verify that the move succeeded by inspecting the details of each node in the RAID management utility.

### Planned Failover in Windows Server 2008 R2

Follow these steps to perform a planned failover on a Intel® RAID High Availability Storage system running Windows Server 2008 R2.

1. Create a backup of the data on the Intel® RAID High Availability Storage system.
2. Open the Failover Cluster Manager, as shown in the following figure.

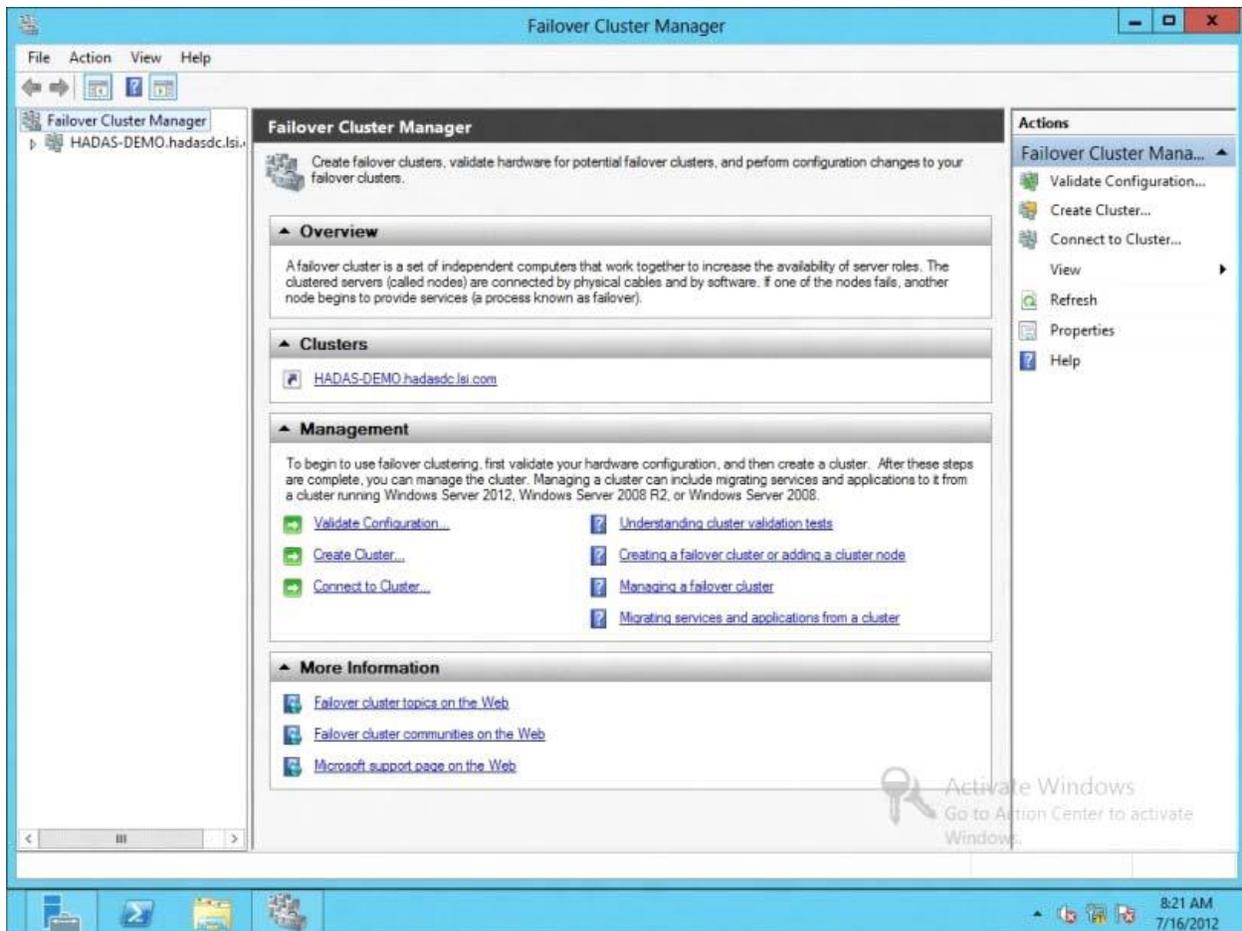


Figure 34 Failover Cluster Manager

3. In the left panel, expand the tree to display the disks, as shown in the following figure.



Figure 35 Expand Tree

4. Right-click the entry in the Assigned To column in the center panel of the window.

A pop-up menu appears.

5. In the pop-up menu, select **Move > Select Node**, as shown in the following figure.

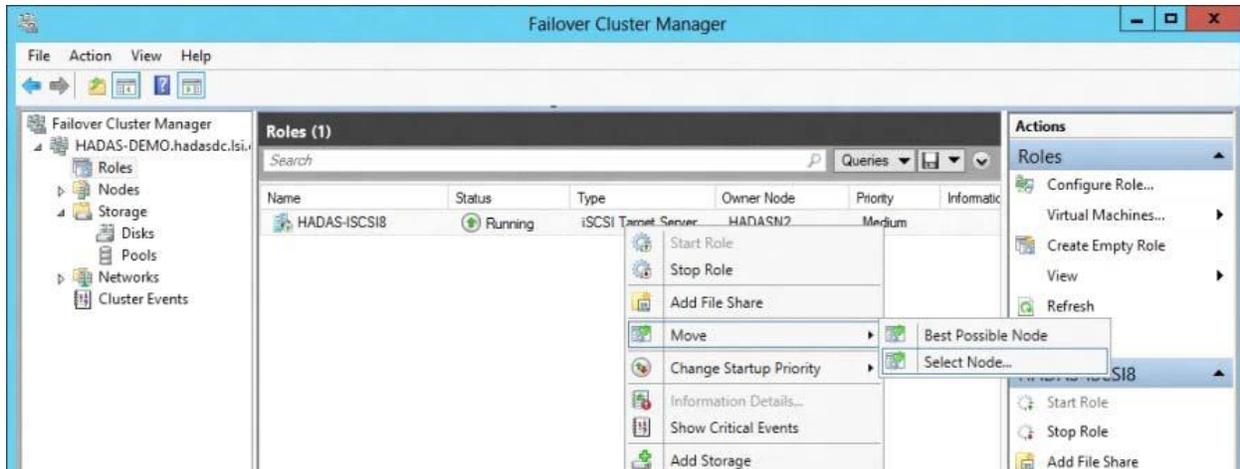


Figure 36 Expand Tree

6. Select the node for the planned failover.

## Understanding Unplanned Failover

An unplanned failover might occur if the controller in one of the controller nodes fails, or if the cable from one controller node to the JBOD is accidentally disconnected. The Intel® RAID High Availability Storage solution is designed to automatically switch to the other controller node when such an event occurs, without any disruption of access to the data on the drive groups.

When an unplanned failover occurs, you must determine what caused the failover so you can fix the problem.

**NOTE:** *When the failed controller node returns, the management and I/O paths of the pre-failover configurations are automatically restored.*

## Updating the Intel® RAID High Availability Storage Controller Firmware

Follow these steps to update the firmware on the Intel® RAID High Availability Storage controller board. You must perform the update only on the controller node that is not currently accessing the drive groups.

1. If necessary, perform a planned failover as described in the previous section to transfer control of the drive groups to the other controller node.
2. Start the RWC2 utility on the controller node that does not currently own the cluster.

**NOTE** *To determine which node currently owns the cluster in Windows Server 2012, follow the steps in Section - Planned Failover in Windows Server 2008 R2, up to step 3, where information about the cluster disks is displayed in the center panel. The current owner of the cluster is listed in the Owner Node column.*

3. In the left panel of the RWC2 window, click the icon of the controller that requires an upgrade.
4. In the RWC2 window, select Go To > Controller > Update Controller Firmware.
5. Click Browse to locate the .rom update file.

6. After you locate the file, click **Ok**.

The RWC2 software displays the version of the existing firmware and the version of the new firmware file.

7. When you are prompted to indicate whether you want to upgrade the firmware, click **Yes**.

The controller is updated with the new firmware code contained in the .rom file.

8. Reboot the controller node after the new firmware is flashed.

The new firmware does not take effect until reboot.

9. If desired, use planned failover to transfer control of the drive groups back to the controller node you just upgraded.

10. Repeat this process for the other controller.

11. Restore the cluster to its non-failed-over mode.

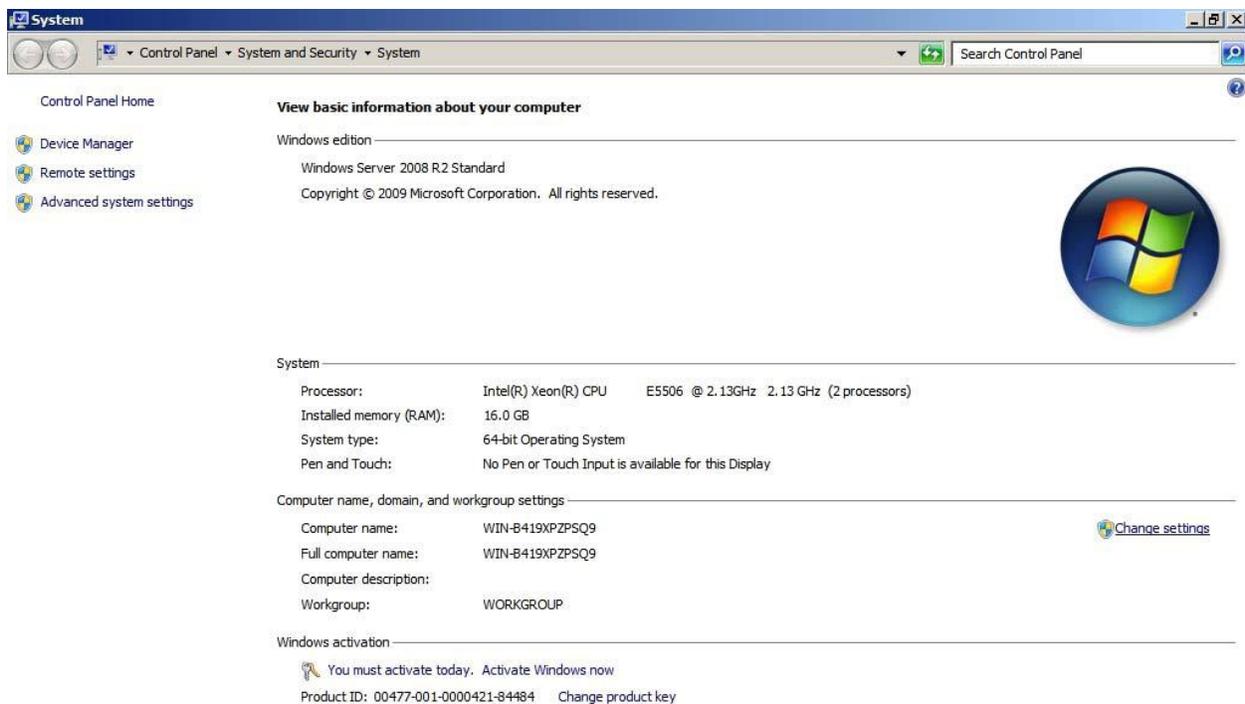
## Updating the MegaRAID Driver

To update the MegaRAID driver used in the clustering configuration, download the latest version of the driver from the Intel website <http://www.intel.com> . Then follow these instructions for Windows Server 2008 R2 or Windows Server 2012.

### Updating the Driver in Windows Server 2008 R2

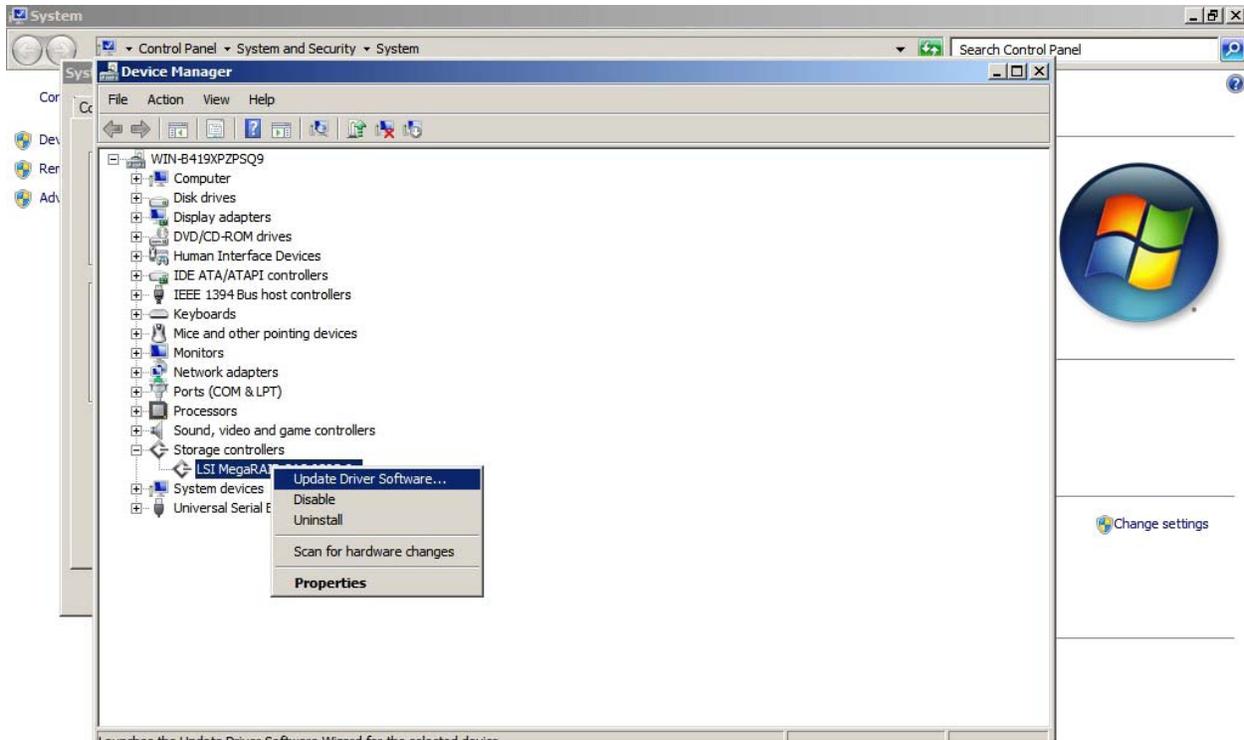
As a recommended best practice, always back up system data before updating the driver, and then perform a planned failover. These steps are recommended because a driver update requires a reboot of the system.

1. Right-click **Computer** and select **Properties**.
2. Click **Change Settings**, as shown in the following figure.



**Figure 37 Windows Server 2008 R2 System Properties**

3. Select the Hardware tab and click **Device Manager**.
4. Click **Storage** to expose the Intel<sup>®</sup> RAID High Availability Storage controller.
5. Right-click the Intel<sup>®</sup> RAID High Availability Storage controller and select Update Driver Software to start the Driver Update wizard, as shown in the following figure.



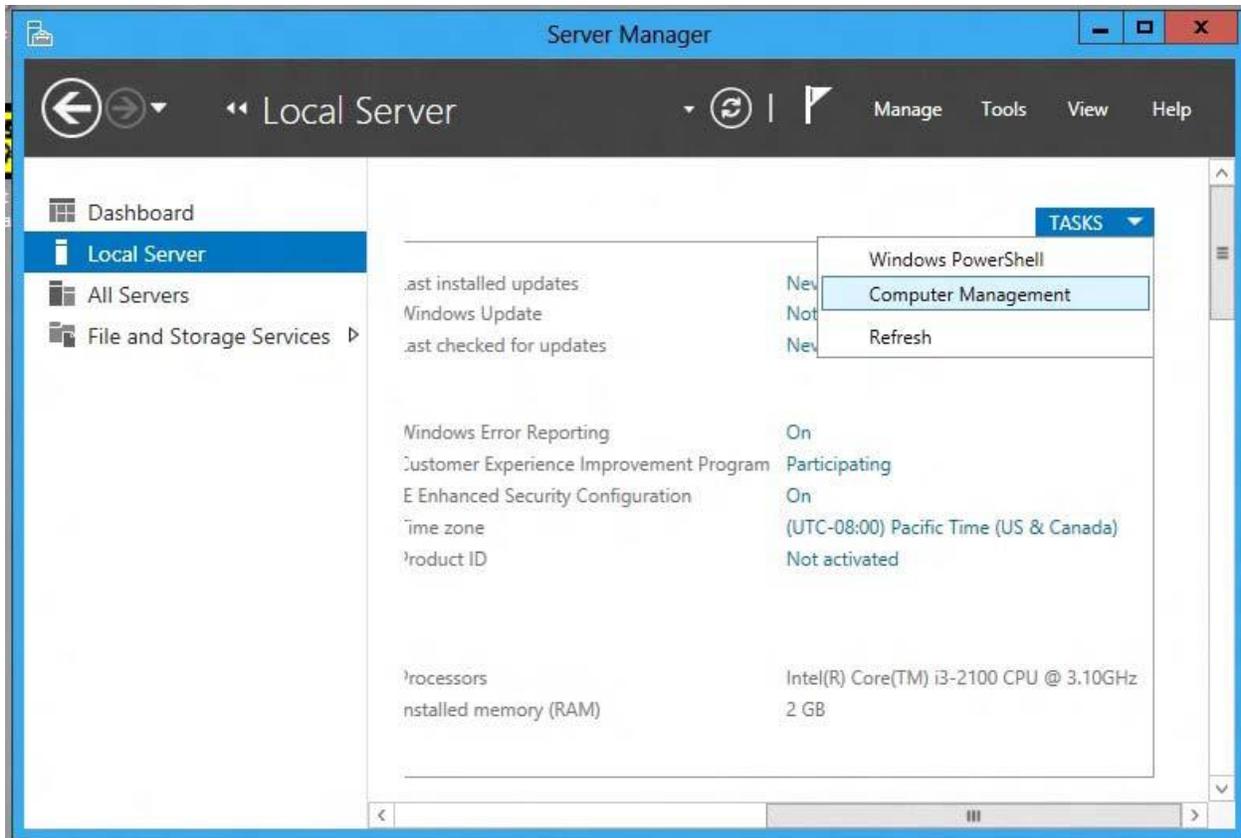
**Figure 38 Updating the Driver Software**

6. Follow the instructions in the wizard.

## Updating the Driver in Windows Server 2012

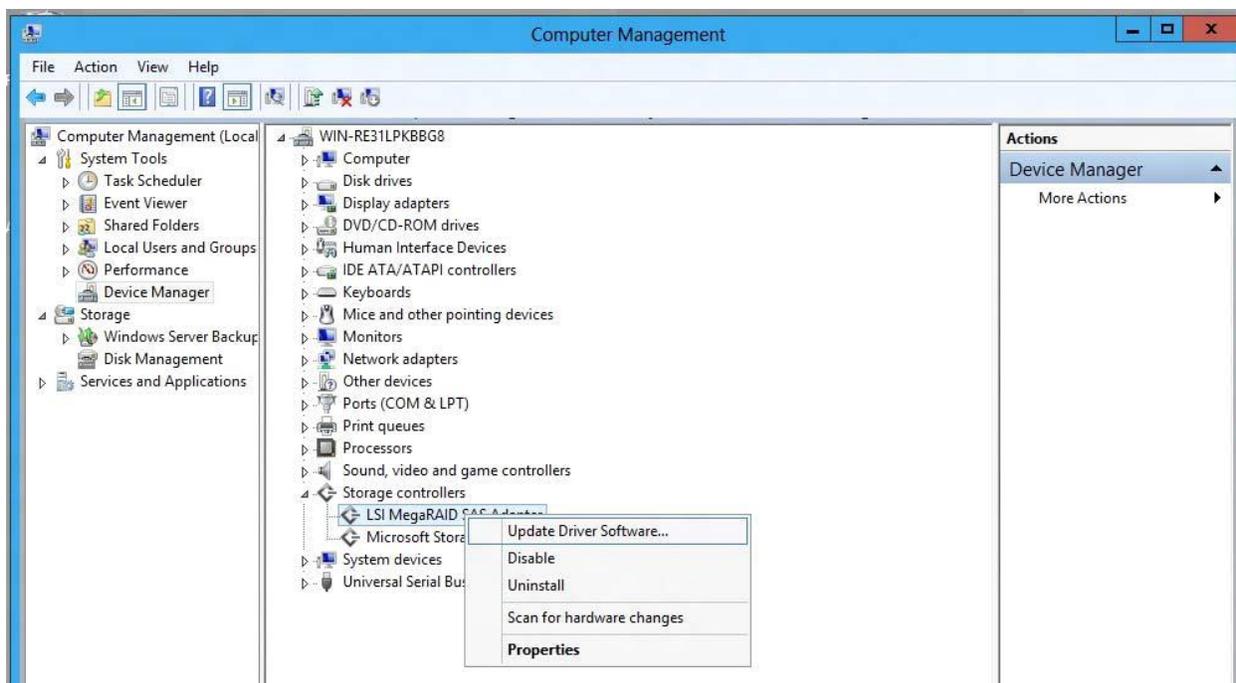
As a recommended best practice, always back up system data before updating the driver, and then perform a planned failover. These steps are recommended because a driver update requires a reboot of the system.

1. Run Server Manager and select **Local Server** on the left panel.
2. Click the **Tasks** selection list on the right-hand side of the window, as shown in the following figure.



**Figure 39 Updating the Driver Software**

3. Select **Computer Management**, then click **Device Manager**.
4. Click **Storage** to expose the Intel<sup>®</sup> RAID High Availability Storage controller, as shown in the following figure.



**Figure 40 Updating the Driver Software**

5. Right-click the Intel® RAID High Availability Storage controller and select **Update Driver Software** to start the Driver Update wizard.
6. Follow the instructions in the wizard.

## Performing Preventative Measures on Disk Drives and VDs

The following drive and VD-level operations help to proactively detect disk drive and VD errors that could potentially cause the failure of a controller node. For more information about these operations, refer to the *Intel(R) RAID Software User's Guide*.

- **Patrol Read** – A patrol read periodically verifies all sectors of disk drives that are connected to a controller, including the system reserved area in the RAID configured drives. You can run a patrol read for all RAID levels and for all hot spare drives. A patrol read is initiated only when the controller is idle for a defined time period and has no other background activities.
- **Consistency Check** – You should periodically run a consistency check on fault-tolerant virtual drives (RAID 1, RAID 5, RAID 6, RAID 10, RAID 50, and RAID 60 configurations; RAID 0 does not provide data redundancy). A consistency check scans the virtual drives to determine whether the data has become corrupted and needs to be restored.

For example, in a VD with parity, a consistency check computes the data on one drive and compares the results to the contents of the parity drive. You must run a consistency check if you suspect that the data on the VD might be corrupted.

**NOTE:** *Be sure to back up the data before running a consistency check if you think the data might be corrupted.*

# Troubleshooting

This chapter contains useful information for troubleshooting a Intel® RAID High Availability Storage system.

## Reference Checklist of Required HA-DAS Components

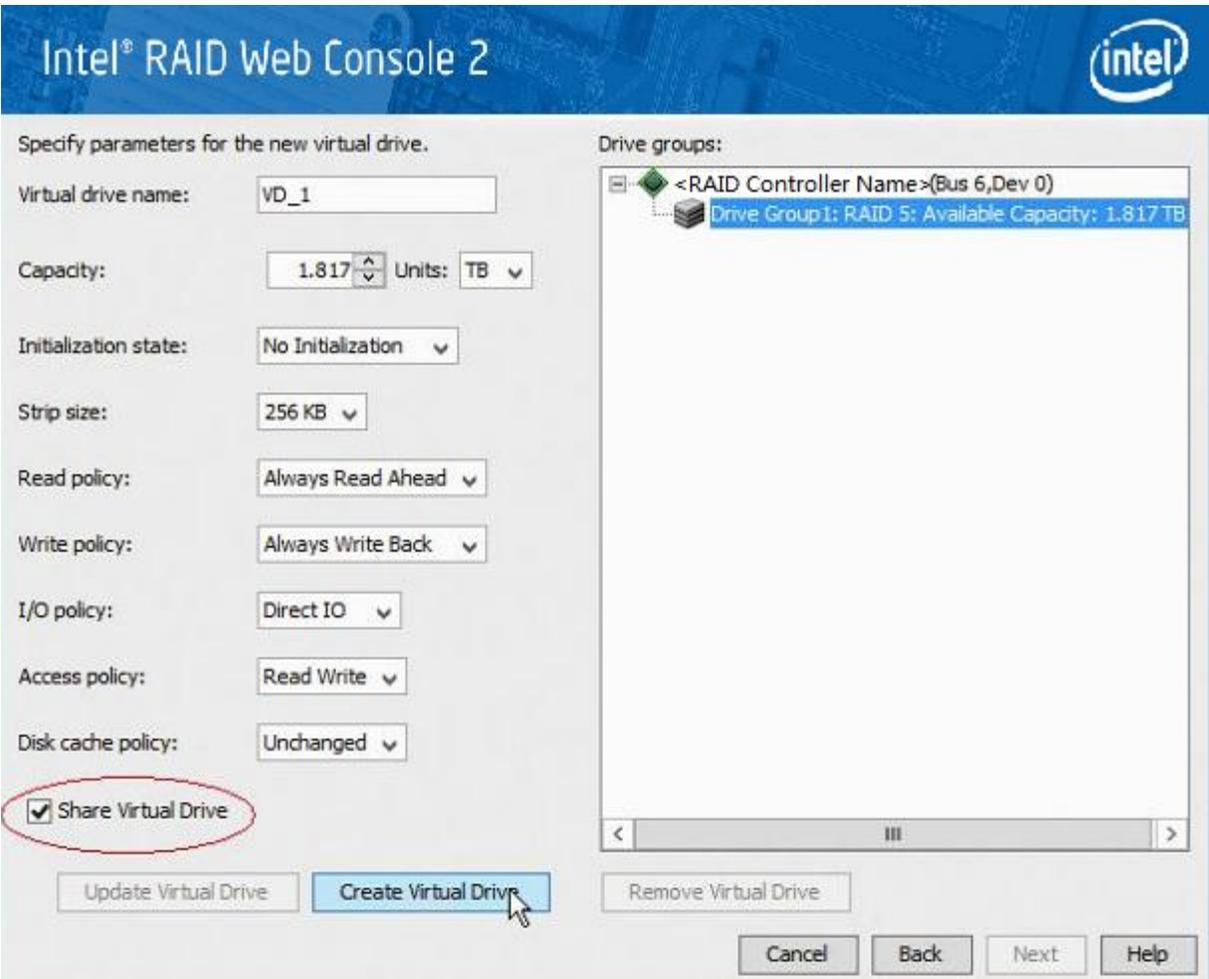
The following summary list shows the components required for a Intel® RAID High Availability Storage configuration. For more detailed information, see Chapter 2: Hardware and Software Setup.

1. Intel® RAID High Availability Storage controllers: Intel® RAID High Availability Storage controller that supports internal SFF-8087 mini-SAS ports (used in cluster-in-a-box configurations) or Intel® RAID High Availability Storage controller with external SFF-8088 mini-SAS ports (used with discrete computers).
2. An RWC2 version that includes HA-DAS feature support.
3. A CmdTool2 version that includes HA-DAS feature support.
4. SAS drives that fully support SCSI-3 persistent reservations (no SATA drives).
5. SAS expanders with HA-specific dual 4-lane SAS connections for the initiators and dual-port connections to the drives.
6. Operating systems that support clustering with all of the necessary services, option selections, and patches. (Windows Server 2008 R2 or Windows Server 2012)
7. Two local area networks: one private, one public.

## Verifying HA-DAS Support in Tools and the OS Driver

Not all versions of RWC2 support HA-DAS. The RWC2 versions that include support for HA-DAS have specific references to clustering. It is not always possible to determine the level of support from the RWC2 version number. Instead, look for the RWC2 user interface features that indicate clustering support. If the second item in the RWC2 Properties box on the dashboard for the HA-DAS controller is **High Availability Cluster** status, the version supports HA-DAS. This entry does not appear on versions of RWC2 without HA-DAS support.

You can also check the RWC2 Create Virtual Drive wizard. A **Share Virtual Drive** check box appears only if the RWC2 version supports clustering, as shown in the following figure.



**Figure 41 Share Virtual Drive Property**

HA-DAS versions of RWC2 also require an HA-DAS-capable OS driver to present HA-DAS features. The in-box driver for Windows Server 2012, version 5.2.122.0 4/3/2012 does not present HA-DAS features in RWC2.

***NOTE: Intel tested the Intel® RAID High Availability Storage solution with the release to manufacturing (RTM) build of Windows Server 2012. To determine the Windows version on your system, open a command window (not PowerShell), and use the ver command to see the Windows build number. To find the Windows command line, move the mouse to expose search, search for cmd, and run it.***

To determine if your version of CmdTool2 supports HA-DAS, enter this help command:

`CmdTool2 help cfgldadd`

If the help text that is returned includes information about the `-Exclusive` parameter, your version of CmdTool2 supports HA-DAS.

## Confirming SAS Connections

The high availability aspect of HA-DAS is based upon redundant SAS data paths between the clustered nodes and the disk drives. If all of the components in the SAS data path are configured and connected properly, each HA-DAS controller has two SAS addresses for every drive, when viewed from the HA-DAS controllers.

This section explains how to use three tools (CmdTool2, WebBIOS, and RWC2) to confirm the correctness of the SAS data paths.

### Using WebBIOS to View Connections for Controllers, Expanders, and Drives

Use the Physical View in WebBIOS to confirm the connections between the controllers and expanders in the Intel® RAID High Availability Storage system. As shown in the following figure, if both expanders are running, the view in WebBIOS from one of the nodes includes the other HA-DAS RAID controller (Processor 8 in the figure), the two expanders, and any drives, as shown in the following figure.

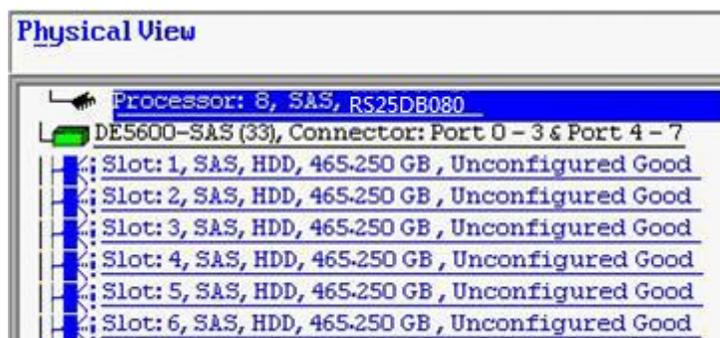


Figure 42 WebBIOS Physical View

If the other node is powered off, the other RAID controller does not appear in WebBIOS. In cluster-in-a-box configurations, the other expander is powered by the other node. Therefore, it appears only when both nodes are running. Devices can appear and disappear while the system is running, as connections are changed. Use the WebBIOS rescan feature to rediscover the devices and topology after a connection change.

### Using WebBIOS to Verify Dual-Ported SAS Addresses to Disk Drives

Use the Drive Properties View in WebBIOS to confirm that each SAS drive displays two SAS addresses. In a Intel® RAID High Availability Storage system that is properly cabled and configured, every drive should have two SAS addresses. If the system lacks redundant SAS data paths, the WebBIOS shows only one SAS address on the screen. For information about redundant cabling configurations, see Section - Cabling Configurations.

To check the drive SAS addresses, open the Physical View on the home page of WebBIOS, and click a drive link. On the Disk Properties page, click **Next**. When the redundant SAS data paths are missing, this second view of drive properties shows only one SAS address in the left panel, as in the following figure.



**Figure 43 Redundant SAS Data Paths Are Missing**

The following figure shows the correct view with two drive SAS addresses.



Figure 44 Redundant SAS Data Paths Are Present

## Using CmdTool2 to Verify Dual-Ported SAS Addresses to Disk Drives

The CmdTool2 configuration display command (-cfgdsply) returns many lines of information, including a summary for each physical disk. To confirm the controller discovery of both SAS addresses for a single drive, examine the CmdTool2 configuration text for the drive information following the Physical Disk line. Following is the CmdTool2 configuration display command followed by a portion of the information presented for each physical drive, up to the lines that show the drive's SAS addresses. If only one of the drive's SAS ports was discovered, the second SAS address is listed as 0x0. If both drive SAS ports were discovered, the second drive port SAS address is identical to the first except for the last hexadecimal digit, which always has a value of plus or minus 1 relative to SAS Address(0).

The syntax of the CmdTool2 command is as follows:

```
CmdTool2 -cfgdsply -a0
```

The returned information relating to the physical disk is as follows. Some of the other preceding text is removed for brevity. The dual SAS addresses are listed at the end.

*Physical Disk: 0*

*Enclosure Device ID: 65*

*Slot Number: 1*

*Drive's position: DiskGroup: 0, Span: 0, Arm: 0*

*Enclosure position: 0*

*Device Id: 57*  
*WWN: 5000C500178C4488*  
*Sequence Number: 16*  
*Media Error Count: 0*  
*Other Error Count: 1961*  
*Predictive Failure Count: 0*  
*Last Predictive Failure Event Seq Number: 0*  
*PD Type: SAS*  
*Raw Size: 68.366 GB [0x88bb998 Sectors]*  
*Non Coerced Size: 67.866 GB [0x87bb998 Sectors]*  
*Coerced Size: 67.843 GB [0x87b0000 Sectors]*  
*Firmware state: Online, Spun Up*  
*Device Firmware Level: 0005*  
*Shield Counter: 0*  
*Successful diagnostics completion on : N/A*  
***SAS Address(0): 0x5000c500178c4489***  
***SAS Address(1): 0x5000c500178c448a***

## **Using RWC2 to Verify Dual-Ported SAS Addresses to Disk Drives**

When the Intel® RAID High Availability Storage system is running, you can use RWC2 to verify the dual SAS paths to disk drives in the HA-DAS configuration by following these steps:

1. Start RWC2 and access the Physical tab for the controller.
2. Click a drive in the left panel to view the Properties tab for the drive.
3. Look at the SAS Address fields.

As shown in the following figure, a correctly configured and running HA-DAS cluster with both nodes active displays dual SAS addresses on the drives and dual 4-lane SAS connections on the controller.

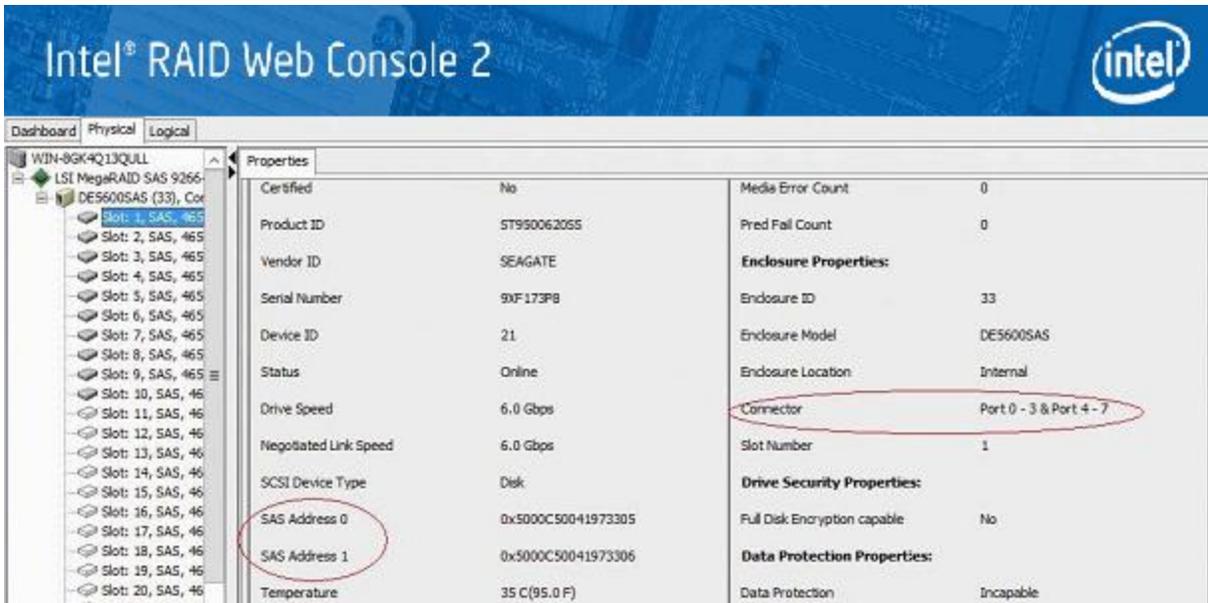


Figure 45 Redundant SAS Connections Displayed in RWC2

## Understanding SSD Cache Behavior During a Failover

A SSD Cache VD possesses properties that are similar to a VD with exclusive host access, and it is not presented to the host operating system. Therefore, the SSD Cache volume does not cache read I/Os for VDs that are managed by the peer controller node.

Foreign import of a SSD Cache VD is not permitted. To migrate a SSD Cache VD from one controller node to another, you must delete it from the controller node that currently manages it and then recreate the SSD Cache VD on the peer controller node.

## Error Situations and Solutions

The following table lists problems that you might encounter in a Intel® RAID High Availability Storage configuration, along with possible causes and solutions. The highlighted entry is especially important; when updating the controller firmware, you must be sure that the version of the firmware supports high availability features.

Problem	Possible	Cause
A drive is reported as <i>Unsupported</i> , and the drive cannot be used in a drive group.	The drive is not a SAS drive, or it does not support SCSI-3 PR.	Use a SAS drive that supports SCSI-3 PR. Refer to the list of compatible SAS drives on the Intel web site, or ask your drive vendor.
One or more of the following error messages appear after you run the Microsoft Cluster Validation tool:	Two I/O paths are not established between the controller and drive.  This build of the Windows	Confirm that device ports and all cabling connections between the controller and drive are correct and are functioning properly. See Section -

<ul style="list-style-type: none"> <li>● Disk bus type does not support clustering. Disk partition style is MBR. Disk partition type is BASIC.</li> <li>● No disks were found on which to perform cluster validation tests.</li> </ul>	<p>operating system does not natively support internal RAID controllers for clustering.</p>	<p>Confirming SAS Connections.</p> <p>Confirm that the version (or the current settings) of the operating system supports internal RAID controllers.</p>
<p>When booting a controller node, the controller reports that it is entering Safe Mode. After entering Safe Mode, the controller does not report the presence of any drives or devices.</p>	<p>An incompatible peer controller parameter is detected. The peer controller is prevented from entering the HA domain.</p> <p>A peer controller is not compatible with the controller in the HA domain. Entering Safe Mode protects the VDs by blocking access to the controller to allow for correction of the incompatibility.</p>	<p>The peer controller might have settings that do not match the controller. To correct this situation, update the firmware for the peer controller and the other controller, or both, to ensure that they are at the same firmware version.</p> <p>The peer controller hardware does not exactly match the controller. To correct this situation, replace the peer controller with a unit that matches the controller hardware.</p>
<p>The Intel management applications do not present or report the HA options and properties.</p>	<p>The version of the management applications might not be HA-compatible.</p>	<p>Obtain an HA-compatible version of the management application from the Intel web site, or contact an Intel support representative.</p>
<p>Drives are not reported in a consistent manner.</p>	<p>Improper connections might impact the order in which the drives are discovered.</p>	<p>Make sure you are following the cabling configuration guidelines listed in Section - Cabling Configurations.</p>
<p>The management application does not report a VD or disk group, but the VD or disk group is visible to the OS.</p>	<p>The shared VD is managed by the peer controller.</p>	<p>The VD or drive group can be seen and managed on the other controller node. Log in or open a terminal on the other controller node.</p>