



Release Notes for Version 2 of the RAID Diagnostic Tool for Cisco Email Security, Web Security, and Content Security Management Appliances

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About the RAID Diagnostic Tool



Note

Cisco TAC makes this tool available to customers when it is required to troubleshoot certain issues.

The RAID Diagnostic Tool is a utility to view the RAID-related details of your physical hardware appliance such as RAID cache size, SuperCap (supercapacitor) version, and so on. This tool does not install any software on your appliance.

Depending on your appliance, you can run this tool using one of the following commands in the CLI:

- On email security and content security management appliances, use `upgrade > downloadinstall > RAID Diagnostic Tool`.
- On web security appliances, use `upgrade > RAID Diagnostic Tool`.



**Caution**

Before running the RAID Diagnostic Tool, review the [Known Caveats, page 2](#).

Applicable Hardware

This tool is intended for use only with 80-series hardware.

Known Caveats

- In some cases, when you run the RAID Diagnostic Tool for the first time, the SuperCap version may not be displayed. The following sample shows the message displayed by the tool:

```
----- CAUTION -----
|
| The Supercap version of this host could not be obtained.
|
| Additional action will be required to get the Supercap part number
|
| - First reboot the appliance and run the upgrade again.
|
-----
```

In this scenario, restart the appliance and run the RAID Diagnostic Tool again. After rebooting your appliance, if you encounter one of the following situations, contact Cisco TAC:

- If the SuperCap version is not displayed after rerunning the tool.
- If the SuperCap version is 49571-13A or 49571-15C. In this case, you need to request Cisco TAC to replace your appliance.
- The RAID Diagnostic Tool will be listed on the System Upgrade page of the web interface. However, you cannot run this tool on the web interface.

Examples

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Running the RAID Diagnostic Tool on Content Security Management Appliances

```
sma.example.com> upgrade
```

```
Choose the operation you want to perform:
```

```
- DOWNLOADINSTALL - Downloads and installs the upgrade image (needs reboot).
```

```
- DOWNLOAD - Downloads the upgrade image.
```

```
[> downloadinstall
```

```
Upgrades available.
```

```

...
13. AsyncOS 8.3.6 build 039 upgrade For Management, 201x-xx-xx
14. AsyncOS 9.5.1 build 009 upgrade For Management, 201x-xx-xx
15. AsyncOS 9.6.0 build 051 upgrade For Management, 201x-xx-xx
16. RAID Diagnostic Tool
[16]> 16

Would you like to save the current configuration to the configuration directory before
upgrading? [Y]>
...
Performing an upgrade may require a reboot of the system after the upgrade is applied.
You may log in again after this is done. Do you wish to proceed with the upgrade? [Y]>

RAID card: *** ** 9271-8i
RAID cache size: 1024MB
Raid SuperCap Module Version: ***
  Battery Replacement required           : No
  Pack is about to fail & should be replaced : No
RAID cache policy: WriteBack, ReadAdaptive, Cached, No Write Cache if Bad BBU
Learn Cycle Active : No
Learn Cycle Status : OK

done.
Upgrade successful.
Upgrade installation finished.

```

**Note**

You can ignore the message “Upgrade successful.” Running this tool will not upgrade the AsyncOS version of your appliance.

Running the RAID Diagnostic Tool on Email Security Appliances

```

email.example.com> upgrade

Choose the operation you want to perform:
- DOWNLOADINSTALL - Downloads and installs the upgrade image (needs reboot).
- DOWNLOAD - Downloads the upgrade image.
[ ]> downloadinstall

Upgrades available.
...
13. AsyncOS 8.5.7 build 043 upgrade For Email, 201x-xx-xx
14. AsyncOS 9.6.0 build 051 upgrade For Email, 201x-xx-xx
15. AsyncOS 9.7.0 build 125 upgrade For Email, 201x-xx-xx
16. RAID Diagnostic Tool
[16]> 16

Would you like to save the current configuration to the configuration directory before
upgrading? [Y]>
...
Performing an upgrade may require a reboot of the system after the upgrade is applied.
You may log in again after this is done. Do you wish to proceed with the upgrade? [Y]>

RAID card: *** ** 9271-8i
RAID cache size: 1024MB
Raid SuperCap Module Version: ***
  Battery Replacement required           : No
  Pack is about to fail & should be replaced : No
RAID cache policy: WriteBack, ReadAdaptive, Cached, No Write Cache if Bad BBU
Learn Cycle Active : No

```

```
Learn Cycle Status : OK

done.
Upgrade successful.
Upgrade installation finished.
```

**Note**

You can ignore the message “Upgrade successful.” Running this tool will not upgrade the AsyncOS version of your appliance.

Running the RAID Diagnostic Tool on Web Security Appliances

```
web.example.com> upgrade

Would you like to save the current configuration to the configuration directory before
upgrading? [Y]>

Would you like to email the current configuration before upgrading? [N]>

Do you want to include passwords? Please be aware that a configuration without passwords
will fail
when reloaded with loadconfig. [Y]>

Upgrades available.
...
16. AsyncOS 8.5.2 build 027 upgrade For Web, 201x-xx-xx
17. AsyncOS 8.5.3 build 069 upgrade For Web, 201x-xx-xx
18. RAID Diagnostic Tool

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Performing an upgrade may require a reboot of the system after the upgrade is applied. You
may log in
again after this is done. Do you wish to proceed with the upgrade? [Y]>

RAID card: *** ** 9271-8i
RAID cache size: 1024MB
Raid SuperCap Module Version: ***
Battery Replacement required           : No
Pack is about to fail & should be replaced : No
RAID cache policy: WriteBack, ReadAdaptive, Cached, No Write Cache if Bad BBU
Learn Cycle Active : No
Learn Cycle Status : OK

done.
Upgrade successful.
Upgrade installation finished.
```

**Note**

You can ignore the message “Upgrade successful.” Running this tool will not upgrade the AsyncOS version of your appliance.

Service and Support

Cisco TAC: http://www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html

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