open-e

ENTERPRISE CLASS STORAGE OS for EVERY BUSINESS

DSS V6

IMPORTANT NOTE
Properly executed upgrade will preserve user data, but it is strongly recommended to backup your data first.

Step 1.   Preparing for the upgrade

Product upgrade to DSS V6 can be purchased for iSCSI-R3, NAS-R3 and DSS. Please provide current product name, serial number and licensed storage capacity while placing the purchase order for the upgrade to DSS V6. There is option to purchase the USB DOM with pre-installed TRIAL.
Please use SKU# 1468 on the purchase order.
If you purchase the USB DOM you can skip steps 2, 4 and 5 and go to step 3 for checking version upgrade compatibility and saving your settings.

Step 2.   Creating installer on USB-stick or bootable CD

Once receiving the purchase of the DSS V6 upgrade product key, please download the TRIAL version of DSS V6 from the Open-E website. Please use the Open-E DSS V6 Trial version from the link below: (Please note: You will need to enter your email address and password)
http://www.open-e.com/account/demo/
The DSS V6 TRIAL version is available in a ZIP or ISO file. The ZIP file needs to be uncompressed and the contents copied on a USB-stick or other boot-media (minimum 512MB). In order to make the media bootable, please change to the boot directory and run the bootinst.exe or bootinst.sh file accordingly to your OS. The ISO image can be burned onto the CD and then boot from CD-ROM drive. The ISO-image can be also used for remote boot, in case a remote server management is in place

Step 3.   Checking version upgrade compatibility and saving your settings

Before you start the new DSS V6 installation, please check the following:
  • If using VMware with iSCSI LUNs, PLEASE read the Open-E Knowledge Base article
  http://www.kb.open-e.com/entry/672/
  • If the Volume Replication is in use, please stop and delete the Volume Replication tasks in the GUI menu located in "CONFIGURATION" -> "Volume manager" -> "vol. replication". You will need to re-create and start Volume Replication tasks in DSS V6 after upgrade. If your current NAS-R3 is older than ver. 5.0 up42 build 3011 or iSCSI-R3 is older than ver. 5.0 up42 build 3009 or DSS is older than ver. 5.0 up42 build 3007, you will need to re-create volume replication meta-data. In order to re-create the volume replication meta-data please delete the meta-data before upgrade and create new meta-data after upgrade. In order to delete meta-data please go to "CONFIGURATION" -> "Volume manager" -> "vol. groups"

select a volume group on the left side of the screen, than in the action pull-down menu select expand (Note: in new software menu option "expand" is replaced with "modify") of the volume set for volume replication. Then please un-check the option box "Use volume replication" and click on apply.

• If the Data Replication is in use, please stop the tasks in the GUI menu located in "MAINTENANCE" -> "backup" -> "Data replication".

• If the snapshots are started, please stop them by clicking on stop button in the GUI menu located in "MAINTENANCE" -> " snapshot".

• If the build-in Backup is running, please stop the backup task in the GUI menu located in "MAINTENANCE" -> "backup" -> "Backup tasks". If your current NAS-R3 is older than ver. 5.0 up42 build 3011 or DSS is older than ver. 5.0 up42 build 3007 you will need to re-create the backup starting from the beginning.

• Please download current LOGs in menu "STATUS" -> "hardware" -> "Logs".

• Please download the current settings in the GUI menu located in "MAINTENANCE" -> "miscellaneous" -> "Save settings".

Step 4. Booting the installer from USB-stick or CD

Shutdown the current system and boot installer from USB-stick or CD.
Please set the system BIOS to boot from your media as the first position in the boot order.

IMPORTANT NOTE
This software version can be run from different media! The built-in installer for the Data Storage Software V6 can install the software on any bootable media. You can install this with the following media types: USB DOM (with Wear-Leveling support), IDE (ATA) DOM, SATA DOM, IDE (ATA) Hard Disk, SATA Hard Disk, SCSI Hard Disk or 2GB small LUN on a Hardware RAID (recommended).

In case of using 2GB LUN on hardware RAID as boot media:
Only RAID controllers with multiple LUN support can be used. Please create a small 2GB logical unit for the DSS V6. When Running the DSS V6 installer you will need to select the 2GB logical unit as the bootable media. The rest of the RAID space can be used to create a second LUN for the user data. The following RAID controllers are supported as a bootable media device: MegaRAID, Smart Array, 3ware, Adaptec, ICP vortex, Areca.
The installer requires at least 1 GB of space and will use only the maximum amount of 2GB. If you install the software on media larger than 2GB, only the 2GB will be used, the rest will remain unusable.

**There are three options for installing the DSS V6.
You can install DSS V6 over the current software version on the USB DOM or you can remove the current USB DOM from your system and replace it with new purchased USB DOM or prepare other boot media.**

Step 5. Installing the software upgrade over current version or preparing own boot media.

During the system start-up, the first boot menu will show the software version. Please press enter or it will skip automatically within 5 seconds to start.

> **NOTE**
> **There is an option to run the memory test on the system by choosing "Run Memtest utility" in the first menu.**
> In the second menu there are 3 menu options:
> • 32bit system (2.6.27)
> • 64bit system (2.6.27)
> • **Run software installer**
> In order to install DSS V6, please select: Run software installer.
> In the software installer from the menu: "Please select the medium to install", please select the device on which DSS V6 will be installed on to. If you decide to install on your current USB DOM the installer will re-format the DOM and install DSS V6 on it from scratch.
>
> **NOTE**
> **Please make the selection very carefully here! The installer will show all available storage devices, also those with user data. Please watch the partition/device size. USB DOM is about 1000 MB size. The user data partitions/devices are much bigger size. If you select a user data partition as a medium to install and confirm the prompt: "All data will be removed from destination medium" your data will be lost!**
>
> In the next menu: "Select the type of product key" you can choose "Enter your product Key manually", but we recommend choosing first option: "Install with 60 days Trial Key" as it is much more convenient to enter your upgrade license key in WEB GUI. This is described in step 8.

Step 6. Starting the software

Once installation is done, please set the system BIOS (back) to boot from the destination media. The system will start with DSS V6.
If you have purchased new USB DOM as mentioned on step 1 or have prepared new own boot media, please just replace your current DOM with the new one.
If you face any boot errors, please set the system BIOS to boot from your media as the first position in the boot order.

> **NOTE**
> If your current software was running with 32bit kernel, please select 32bit kernel in boot menu. Then in console tools press "Ctrl" + left "Alt" + "T", select "boot options" -> "system architecture" -> "32bit system". Then after apply, select: save changes. It is VERY important to do this; otherwise the DSS V6 will start again in the default 64bit mode and NOT mount the 32bit formatted volumes.

Step 7.   Checking Volume groups unit status

Once DSS V6 is started with the proper kernel in the GUI menu located in "CONFIGURATION" -> " volume manager" -> "Vol. groups" units status must show: "in use". If the unit status show not supported status, please follow steps as in the note above.

Step 8.   Entering the purchased upgrade license key and restoring your saved settings

• Go to GUI menu ""HELP" -> "about Data Storage Software V6" and in the key field of the function Extensions keys loader please enter the purchased upgrade license key. In order to avoid typo mistakes please use copy & paste.
• Go to GUI menu "MAINTENANCE" -> "miscellaneous" -> "Restore settings" and select your saved settings. Please select both "setup" and "configuration" options. After the reboot the system will start with the previous settings before the upgrade. Please create the previous deleted tasks and start the stopped snapshots accordingly to the upgrade requirements from point 3 above.
• Please reboot the system now. After reboot please check all setup and configuration settings. Please re-create removed tasks or backup database or meta-data in the step 3. If you face problems, please contact support.

Step 9.   Activating DSS V6

DSS V6 requires the user to activate the product. In order to activate please go to the GUI menu HELP" -> "about Data Storage Software V6", function: Product activation. We do recommend online activation. For online activation it is required to configure gateway, DNS and TCP outgoing port 10444 opened. In case the internet is not available or connection problem please continue with offline activation.

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