

Resolution for 3Gb HBA Updates (07-11-11)

This issue happens only for Mac.

WHAT CAUSES THIS ISSUE:

A 3Gb HBA has to be installed in a Mac. When the user is running driver version 1.25 and flash bundle 2010_11_19 in 10.6.7, and they upgrade to 10.6.8, this will cause a kernel panic.

The easy way to avoid this issue is to update from 1.25 to 1.27 and do NOT restart. Then flash the card with the newest flash bundle 2011_06_02, THEN restart. Then finally update from 10.6.7. to 10.6.8.

However, updates do not always go this way so here is a troubleshooting guide to get you back to proper working order. Updating to the latest driver and flash does resolve the issue but it will have to be done in a complicated way.

HARD FLASH PROCEDURE - Please follow the steps below:

1. When the kernel panic occurs, force shut down and remove the 3Gb HBA from the Mac.
2. Reboot and install driver 1.27. After successful installation, reboot again.
3. Now, we can't install the card yet because if you do, the adapter will show up as a degraded. When you open the ATTO Configuration Tool, it will show a message: "UserClient call failed (code 0xe00002c7)" and you will be prevented from trying to flash the card. This message could appear when the ATTO Configuration Tool is opened or when you try to flash the card. So, in order to get the HBA back to working order, we need to hard flash the card with an ISO. You will need a PC or an Intel-based Mac to hard flash the HBA because the utility uses DOS.
4. In Mac, burn the ISO (2011_06_02) with Disk Utility. To do this, right click on the ISO and select open with and then Disk Utility. It will be listed on the bottom in the left hand column. Right click on it and select "Burn." On a PC, you should be able to burn the ISO as a disc image with any regular burning program. I recommend Roxio, it's easy to use.
5. After the ISO has finished burning, shut down the Mac and keep the CD in the drive. If you are flashing the card with a PC, make sure the PC is powered down with that burned CD in the disc drive. When that is set, then put the 3Gb HBA inside the PCIe slot.
6. Pull out any internal disk drives in the Intel-based Mac's drive bays -- they don't have to be completely out, just enough so that they aren't plugged into the backplane and they won't be recognized. This goes for any other disks connected as well (external USB drives or FireWire disks).
7. Turn on the Mac and hold down the option key and select the "Windows" entry with the DVD icon. In some Mac models, you might have to hold down the 'C' key to manually boot from an optical device. In this case, you will be booting off of the CD. To boot from a CD on a PC, this *must* be enabled in the BIOS boot sequence, or your BIOS *must* have a boot menu option. On Dell BIOS's this is usually done by pressing the F11 key at POST. ASUS usually uses the F8 key at POST. When the menu comes up, choose the CDRom drive (optical drive) as the boot device.

8. If the boot is successful, you will see a blue screen that will ask you to press the Enter key within 30 seconds to boot to DOS.
Note: If you do not press the Enter key within 30 seconds it will boot to your hard drive
9. After DOS loads, the ATTO Flash Program will display 3 options. If you are trying to repair a corrupt flash, please choose option number 1. If you want to wipe the BIOS driver (Option ROM), choose option number 2. To quit, choose option 3. In this case, select **OPTION 1**.
10. The Flash of the ATTO adapter will now be modified. The ATTO Flash Program should tell you what it is doing.
11. After a successful flash, you should see a message that the card has been successful flashed and the computer will tell you to remove the CD and restart.

In some cases, you might see this message after hard flashing the card:

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"Channel 1 successfully updated  
DOS/16M Error: {26} 8042 Timeout"
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Just force restart and boot into operating system.

12. Open the ATTO Configuration Tool and check the driver version and the flash. If the driver version is displayed and the flash date is displayed, then the card is working properly.

An end user who experienced this issue provided another possible solution to resolving this issue. (Note that this was done using two separate partitions in the same Mac. One had 10.6.7 and the other had 10.6.8. Not all setups will be like this):

“I found a different solution to the one below that doesn't involve opening up the computer physically and may be a better solution for some people.

I had the previous version of OSX (10.6.7) on a different partition. I booted up from that partition, was able to see the card fine. I updated the flash from the latest driver online.

Then after I rebooted back onto the original partition (10.6.8), everything was good.

Perhaps just booting from an old version of the OSX from a boot drive, launching the ATTO utility and doing the flash may be quicker.”

FYI ABOUT MAC OS X LION (10.7):

In Lion (10.7), driver 1.25 cannot be installed. It is not compatible. You would have to install driver 1.27 before you can flash the card with the 2011_06_02 bundle. However, if you insert a 3Gb HBA that is flashed with the 2010_11_19 bundle into a Mac running 10.7 with driver 1.27 installed, the adapter will go into degraded mode. Hard flashing the card with the 2011_06_02 ISO will resolve the issue. Just follow the steps in the procedure above.