

USER'S GUIDE

Embedded SATA Software RAID for ICH6R

March 2005

Version 1.2

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Document DB15-000319-01, March 2005

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Preface

Package Contents

You should have received the following:

- *Embedded SATA Software RAID for ICH6R User's Guide*
- Software license agreement
- CD/diskette(s) with the software for Embedded SATA (Serial ATA) Software RAID

This book is the primary reference and user's guide for the Embedded SATA Software RAID for ICH6R. Customer specific documentation may be included as well.

The Embedded SATA Software RAID supports four serial ATA ports, providing a cost-effective way to achieve higher transfer rates and reliability. The RAID levels supported are RAID 0, 1, and 10.

Audience

This document was prepared for users of the Embedded SATA Software RAID. It is intended to provide a description of the product, the configuration software utilities, and the operating system installation.

Organization

This document has the following chapters:

- [Chapter 1, Overview](#), provides an overview of features and benefits of the Embedded SATA Software RAID for ICH6R.
- [Chapter 2, RAID Levels](#), describes the RAID levels supported by ICH6R.

- [Chapter 3, BIOS Configuration Utility](#), explains how to configure ICH6R SATA and arrays, assign RAID levels, plan the array configuration, optimize storage, and use the ICH6R Integrated Device Electronics (IDE) Setup Utility.
- [Chapter 4, Operating System Installation](#), contains the procedures for installing the Windows 2000, 2003, and XP, Red Hat Linux, SuSE Linux, and Novell NetWare operating systems when using the Embedded SATA Software RAID.
- [Chapter 5, Hyper Configuration Utility](#), describes the command-line utility for SATA RAID, which is used to configure and manage RAID levels.
- [Chapter 6, Spy Service](#), describes the Spy Service program, which looks for errors, failed drives, and status changes on the hard drives.
- [Chapter 7, Troubleshooting](#), describes the problems you might encounter while using ICH6R and suggests solutions.

Conventions Used in This Manual

The following table describes the notational conventions used throughout this manual:

Notation	Example	Meaning and Use
Courier typeface	<code>.nwk</code> file	Names of commands, directories, filenames, and on-screen text are shown in Courier typeface.
bold typeface	fd1sp	In a command line, keywords are shown in bold, non-italic typeface. Enter them exactly as shown.
italics	<i>module</i>	In command lines and names, italics indicate user variables. Italicized text must be replaced with appropriate user-specified items. Enter items of the type called for, using lowercase.
italic underscore	<i>full_pathname</i>	When an underscore appears in an italicized string, enter a user-supplied item of the type called for with no spaces.
initial capital letters	Undo Edit Apply	Names of menu commands, options, check buttons, text buttons, options buttons, text boxes, list boxes, and so on, are shown in text with initial capital lettering to avoid misreading. These elements may appear on your screen in all lowercase.
brackets	[<i>version</i>]	You may, but need not, select one item enclosed within brackets. Do not enter the brackets.

Notation	Example	Meaning and Use
ellipses	option...	In command formats, elements preceding ellipses may be repeated any number of times. Do not enter the ellipses. In menu items, if an ellipsis appears in an item, clicking that item brings up a dialog box.
vertical dots	Vertical dots indicate that a portion of a program or listing has been omitted from the text.
semicolon and other punctuation		Use as shown in the text.

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Chapter 1

Overview

This manual describes the Embedded Serial ATA (SATA) Software RAID for ICH6R. This chapter provides an overview of this product and contains the following sections:

- [Section 1.1, "RAID Benefits," page 1-1](#)
- [Section 1.2, "Product Features," page 1-2](#)

The Embedded SATA Software RAID supports four Serial ATA ports, providing a cost-effective way to achieve higher transfer rates and reliability. Embedded SATA Software RAID supports:

- RAID level 0 data striping for improved performance
- RAID level 1 data mirroring for improved data reliability
- RAID level 10 data striping and mirroring for high data transfer rates and data redundancy

1.1 RAID Benefits

RAID has gained popularity because it improves I/O performance or increases storage subsystem reliability. RAID 0 provides better performance, while RAID 1 provides better reliability through fault tolerance and redundant data storage. RAID 10 combines both striping and mirroring to provide high data transfer rates and data redundancy.

1.1.1 Improved I/O

Although hard drive capabilities have improved drastically, actual performance has improved only three to four times in the past decade. Computing performance has improved more than 50 times during the same period. RAID 0 and RAID 10 allow access to several disks simultaneously.

1.1.2 Increased Reliability

The electromechanical components of a disk subsystem operate more slowly, require more power, and generate more noise and vibration than electronic devices. These factors reduce the reliability of data stored on disks.

RAID 1 and RAID 10 systems improve data storage reliability and fault tolerance compared to single-drive computers. The additional drive in each RAID 1 array prevents data loss from a hard drive failure. You can reconstruct missing data from the remaining data drive to a replacement drive.

1.2 Product Features

This section describes the features of the Embedded SATA Software RAID.

1.2.1 SATA Ports

The Embedded SATA Software RAID supports four ports.

1.2.2 BIOS Features

The BIOS features include:

- RAID support before the operating system loads
- Automatic detection and configuration of disk drives
- Ability to handle configuration changes
- Support for Interrupt 13 and Enhanced Disk Drive Specification
- Support for RAID levels 0, 1, and 10
- Special handling of error log and rebuilding
- ROM option size of 64 Kbyte
- Automatic resume of rebuilding and check consistency
- Support for BIOS Boot Specification (If available in system BIOS, this allows the user to select the adapter from which to boot. Specification v1.01, January 11, 1996)

- Coexistence with SCSI and CD devices
- 48-bit Logical Block Addressing support for read, write, and cache flush functions
- Independent stripe size configuration on each logical drive
- Ability to select a logical drive as boot device
- Support for power-on self test (POST) memory management for the BIOS memory requirement (Specification v1.01, November 21, 1997)
- Enhanced disk drive support (Specification 2.9, revision 08, March 12, 1998)
- Industry-standard Extended BIOS Data Area
- Self-Monitoring Analysis and Reporting Technology (SMART) notification at POST
- Run-time BIOS support for device insertion or removal
- Independent support for Write Cache, Read Ahead, and Ultra Direct Memory Access
- Support for Stop On Error during bootup
- Support to disable/enable BIOS state

1.2.3 Driver Features

The driver features include:

- Special interface for configuration information, configuration changes, and manageability
- Optimized disk access
- Support for RAID levels 0, 1, and 10
- Support for Stand-by and Hibernation in Windows 2000, XP, and 2003

Note: The following items require Spy Service to be running.

- Error logging in the operating system event log and on disks
- Support for online mirror rebuilding
- Support for check consistency for mirrored disks
- Bootable RAID 0, 1, and 10 support

- Customized messages specific for the original equipment manufacturer
- Soft bad block management

1.2.4 Manageability/Disk Console

The features you can use to manage the logical and physical disks on the system include:

- Configuration information display (in BIOS Configuration Utility and Hyper Configuration Utility)
- Support for RAID levels 0, 1, and 10
- Online mirror rebuilding (in BIOS Configuration Utility)
- Online consistency checks (in BIOS Configuration Utility)
- Array management software
- Error logging and notification
- Support for power management features
- Support for hot device insertion and removal
- Automatic resume of rebuilding on restart
- Support for manual rebuild
- Physical drive roaming
- Independent stripe size configuration per logical drive
- Ability to create up to eight logical drives per array
- Auto-configuration support of newly added physical drive
- Support for hotspares
- Support for disk coercion
- Array initialization support (fast and normal)
- Offline data (RAID 1) verification with auto-recovery mechanism
- Ability to prioritize configurable tasks (for online rebuild, check consistency, migration, and expansion)
- Logical drive availability immediately after creation
- Variable stripe size options from 8 Kbyte to 128 Kbyte

Chapter 2

RAID Levels

Embedded SATA Software RAID supports RAID levels 0, 1, and 10. These RAID levels are discussed in the following sections:

- [Section 2.1, “RAID 0,” page 2-1](#)
 - [Section 2.2, “RAID 1,” page 2-2](#)
 - [Section 2.3, “RAID 10,” page 2-3](#)
-

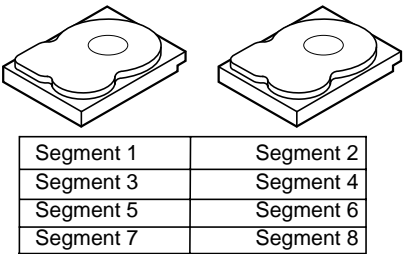
2.1 RAID 0

RAID 0 ([Figure 2.1](#)) provides disk striping across all configured drives on the RAID subsystem. RAID 0 does not provide any data redundancy, but does offer the best performance of any RAID level. RAID 0 breaks data into smaller segments, then stripes the data segments across each drive on the array as shown in [Figure 2.1](#). The size of each data segment is determined by the stripe size parameter, which is set during the creation of the RAID set.

By breaking a large file into smaller segments, Embedded SATA Software RAID uses Integrated Device Electronics (IDE) ports and drives to read or write the file faster. This makes RAID 0 ideal for applications that require high bandwidth but do not require fault tolerance.

Uses	Provides high data throughput, especially for large files. Any environment that does not require fault tolerance.
Strong Points	Provides increased data throughput for large files. No capacity loss penalty for parity.
Weak Points	Does not provide fault tolerance. All data lost if any drive fails.
Drives	One to two.

Figure 2.1 RAID 0 Array

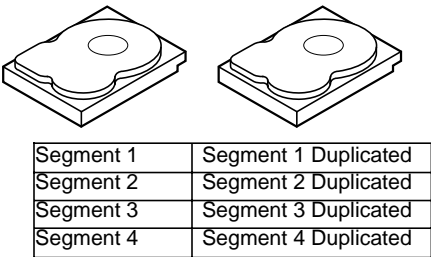


2.2 RAID 1

RAID 1 ([Figure 2.2](#)) duplicates all data from one drive to a second drive. RAID 1 provides complete data redundancy but at the cost of doubling the required data storage capacity.

Uses	Databases or any other mission-critical environment that requires fault tolerance.
Strong Points	Provides complete data redundancy. RAID 1 is ideal for any application that requires fault tolerance.
Weak Points	Requires twice as many hard drives. Performance is impaired during drive rebuilds.
Drives	Two.

Figure 2.2 RAID 1 Array



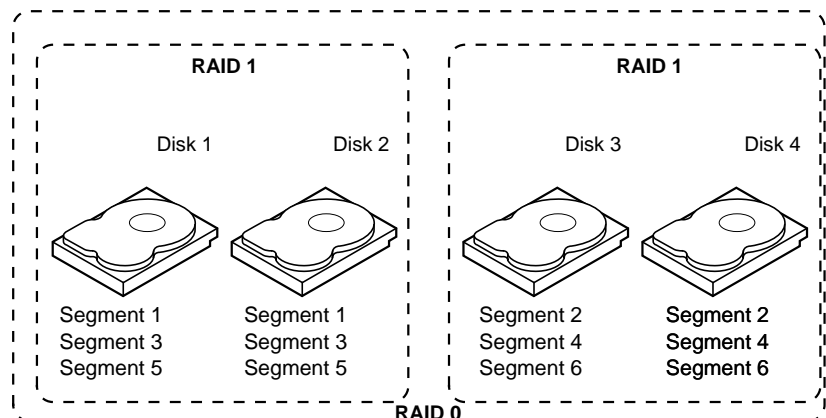
2.3 RAID 10

RAID 10 is a combination of RAID 1 and RAID 0. RAID 10 has mirrored drives. It breaks data into smaller blocks, then stripes the blocks of data to each RAID 1 RAID set. Each RAID 1 RAID set then duplicates its data to its other drive. The size of each block is determined by the stripe size parameter, which is set during the creation of the RAID set. RAID 10 can sustain one drive failure in each array while maintaining data integrity.

Uses	Works best for data storage that must have 100% redundancy of RAID 1 (mirrored arrays) and that also needs the enhanced I/O performance of RAID 0 (striped arrays). RAID 10 works well for medium-sized databases or any environment that requires a higher degree of fault tolerance and moderate-to-medium capacity.
Strong Points	Provides both high data transfer rates and complete data redundancy.
Weak Points	Requires twice as many drives.
Drives	Four.

Figure 2.3 shows a RAID 10 array with four disk drives.

Figure 2.3 RAID 10 Array



Chapter 3

BIOS Configuration Utility

This chapter explains how to configure ICH6R SATA and arrays, assign RAID levels, plan the array configuration, optimize storage, and use the ICH6R IDE Setup Utility. This information is presented in the following sections:

- [Section 3.1, “Configuring Arrays,” page 3-1](#)
 - [Section 3.2, “Creating a RAID Array,” page 3-2](#)
 - [Section 3.3, “Assigning RAID Levels,” page 3-2](#)
 - [Section 3.4, “Performing a Quick Configuration,” page 3-3](#)
 - [Section 3.5, “Configuring Arrays and Logical Drives,” page 3-4](#)
 - [Section 3.6, “Rebuilding Failed Disks,” page 3-10](#)
 - [Section 3.7, “Checking Data Consistency,” page 3-11](#)
 - [Section 3.8, “Using a Preloaded System Drive,” page 3-12](#)
-

3.1 Configuring Arrays

Configure the physical disk drives in arrays. An array can consist of one-to-four physical disk drives, depending on the RAID level. A RAID 0 array can consist of one-to-four physical drives, while a RAID 1 array consists of two. A RAID 10 array consists of four drives.

3.2 Creating a RAID Array

You have two choices when creating a RAID array:

- **Maximizing fault tolerance**
Maximize fault tolerance to protect against loss of data by using mirroring. Use mirror configuration (RAID 1) to attain this objective.
- **Maximizing logical drive performance**
Maximize logical drive performance by using striping. Select striping configuration (RAID 0) to attain this objective.

RAID 10 combines both striping and mirroring to provide high data transfer rates and data redundancy.

3.3 Assigning RAID Levels

Only one RAID level can be assigned to each array. [Table 3.1](#) displays the drives required per RAID level.

Table 3.1 Physical Drives Required per RAID Level

RAID Level	Minimum Number of Physical Drives	Maximum Number of Physical Drives
0	One	Four
1	Two	Two
10	Four	Four

The factors you need to consider when selecting a RAID level are listed in [Table 3.2](#).

Table 3.2 RAID Level Details

Level	Description and Use	Pros	Cons	Number of Drives	Fault Tolerant
0	Data divided in blocks and distributed sequentially (pure striping). Use for non-critical data that requires high performance.	High data throughput for large files.	No fault tolerance. Data is lost if a drive fails.	One to four.	No.
1	Data duplicated on another disk (mirroring). Use for read-intensive, fault-tolerant systems.	One hundred percent data redundancy, providing fault tolerance.	More disk space required. Reduces usable disk space to the size of the smallest drive. Reduced performance during rebuilds.	Two.	Yes.
10	A combination of RAID 1 (data mirroring) and RAID 0 (data striping). Use for medium-sized databases or any environment that requires a higher degree of fault tolerance and moderate to medium capacity.	Provides both high data transfer rates and complete data redundancy.	More disk space required. Reduces usable disk space to the size of the smallest drive. Reduced performance during rebuilds.	Four.	Yes.

3.4 Performing a Quick Configuration

This section provides quick installation steps for users who are familiar with configuration utilities and tools. Refer to [Section 3.5, “Configuring Arrays and Logical Drives,”](#) for detailed configuration instructions. To ensure best performance, select the optimal RAID level for the logical drive you create.

Perform the following steps to configure arrays and logical drives using the Configuration Utility (CU):

1. Boot the system.
2. Press <Ctrl> <M> to start the CU.
3. Select a configuration method.
4. Create arrays using the available physical drives.

5. Define the logical drive(s) using the space on the arrays.
6. Initialize the new logical drive(s).

3.5 Configuring Arrays and Logical Drives

This section provides detailed instructions for configuring the logical disks and arrays.

3.5.1 Starting the BIOS Configuration Utility

During bootup, the BIOS banner displays the following:

```
Press Ctrl-M to run LSI Logic Embedded SATA RAID Setup
Utility
```

Hold down the <Ctrl> key while you press <M>. The main menu for the utility displays.

3.5.2 Configuring Physical Arrays and Logical Drives

This subsection provides instructions for using Easy Configuration, New Configuration, and View/Add Configuration to configure arrays and logical drives.

LSI Logic recommends using drives with the same capacity in a specific array. If you use drives with different capacities in an array, the CU treats the drives as if they have the capacity of the smallest drive.

The number of physical drives in a specific array determines the possible RAID levels that you can implement with the array. RAID 0 requires one-to-four physical drives, RAID 1 requires two physical drives, and RAID 10 requires four physical drives.

3.5.2.1 Physical Drive Parameters

You can change the write and read policies on the physical drives but not the logical drives. You have to reboot for the changes to the write and read policies to take effect.

3.5.2.2 Logical Drive Parameters

For the logical drive you can change the RAID level and stripe size. [Table 3.3](#) contains descriptions of the logical drive parameters.

Table 3.3 Logical Drive Parameters and Descriptions

Parameter	Description
RAID level	The number of physical drives in a specific array determines the RAID levels that can be implemented with the array: <ul style="list-style-type: none">• RAID 0 requires one to four physical drives.• RAID 1 requires exactly two physical drives.• RAID 10 requires exactly four physical drives.
Stripe size	<p>The stripe size parameter specifies the size of the segment written to each disk in a RAID configuration. You can set the stripe size to 4, 8, 16, 32, 64, or 128 Kbytes. The default is 64 Kbytes.</p> <p>A larger stripe size produces higher read performance. If your computer regularly performs random read requests, choose a smaller stripe size.</p>

3.5.2.3 Easy Configuration

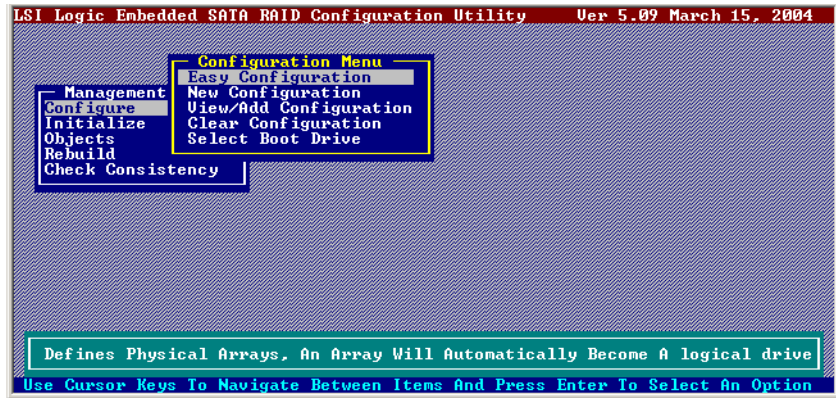
In Easy Configuration, the CU associates each hard drive with a single logical drive. If logical drives have been configured, the CU does not change their configuration.

Perform the following steps to create arrays using Easy Configuration:

1. Select Configuration→ Easy Configuration on the main menu.

The Configuration Menu screen displays, as shown in [Figure 3.1](#).

Figure 3.1 Configuration Menu Screen



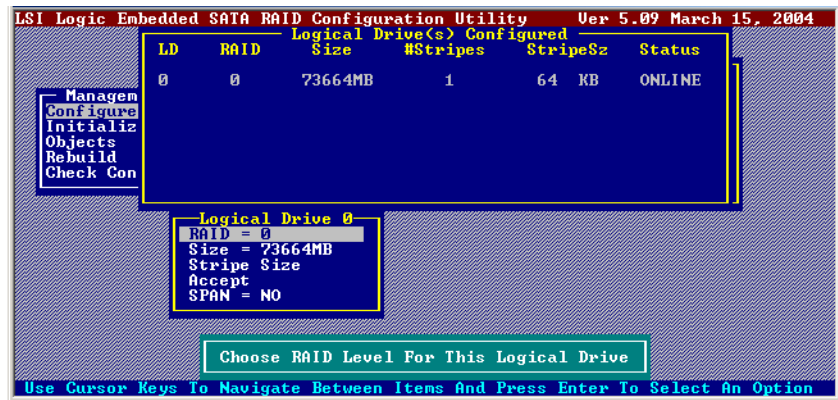
2. Press the space bar to associate the selected physical drives with the current array.

The indicator for the selected drives changes from `READY` to `ONLIN A[array number]-[drive number]`. For example, `ONLIN A1-3` means array 1 with disk drive 3.

3. Create the current array, and press `<Enter>`.
4. Press `<F10>` to select configurable arrays.
5. Press the space bar to select the array.

The logical drive configuration screen displays, as shown in [Figure 3.2](#). The logical drive configuration screen displays the logical drive number, RAID level, logical drive size, number of stripes on the physical array, stripe size, and state of the logical drive.

Figure 3.2 Logical Drive Configuration Screen



6. Set the RAID level for the logical drive by highlighting RAID and pressing <Enter>.

The available RAID levels for the current logical drive display.
7. Select a RAID level, and press <Enter>.
8. Set the RAID logical drive size and stripe size.
9. When you have defined the current logical drive, select Accept, and press <Enter>.
10. Repeat [step 7](#) to [step 9](#) to configure additional logical drives.
11. Save the configuration when prompted, and press <Esc> to return to the Management menu.
12. Initialize the logical drives.

Refer to [Section 3.5.3, "Initializing Logical Drives,"](#) for detailed instructions.

3.5.2.4 New Configuration and View/Add Configuration

New Configuration and View/Add Configuration associate logical drives with partial and/or multiple physical arrays. New Configuration deletes the existing configuration and replaces it with the configuration that you specify. View/Add Configuration lets you display or modify an existing configuration.

Caution: The New Configuration option erases the existing configuration data when you save the new array configuration. If you do not want to delete the existing configuration data, use View/Add Configuration.

Perform the following steps to configure a disk array using New Configuration or View/Add Configuration:

1. Select Configure→ View/Add Configuration from the CU Management menu.
The CU displays an array selection window.
2. Select the physical drives to include on the array by pressing the arrow keys.
3. Press the space bar to associate a selected physical drive with the current array.
The indicator for the selected drive changes from `READY` to `ONLIN A[array number]-[drive number]`. For example, `ONLIN A1-3` means array 1 with disk drive 3.
4. Create the current array, and press <Enter>.
5. Press <F10> to configure logical drives.
6. Set the RAID level for the logical drive by highlighting RAID and pressing <Enter>.
A list of the available RAID levels for the current logical drive appears.
7. Set the logical drive size by moving the cursor to Size and pressing <Enter>.
By default, the logical drive size associates the available space on the array(s) with the current logical drive.
8. Set the stripe size.
9. After you define the current logical drive, select Accept, and press <Enter>.
10. Save the configuration when the CU prompts you to do so.
11. Initialize the logical drives you configured.
[Section 3.5.3, "Initializing Logical Drives,"](#) provides detailed instructions.

3.5.3 Initializing Logical Drives

You can initialize the logical drives using individual initialization, which initializes a single logical disk.

There are two methods to initialize a logical drive using the individual initialization procedure using the CU.

For the first method, perform the following steps to initialize a logical drive using the Initialize menu.

1. On the Management menu, select Initialize.
2. Use the space bar to highlight the logical drive to initialize.
The logical drive name is highlighted in yellow. To deselect the logical drive, press the space bar again.
3. Press <F10>.
4. Select Yes at the prompt, and press <Enter> to begin the initialization.

A graph shows the progress of the initialization until it is complete.

5. After the initialization is complete, press <Esc> to return to previous menus.

If you press <Esc> while initialization is in progress, the following options display:

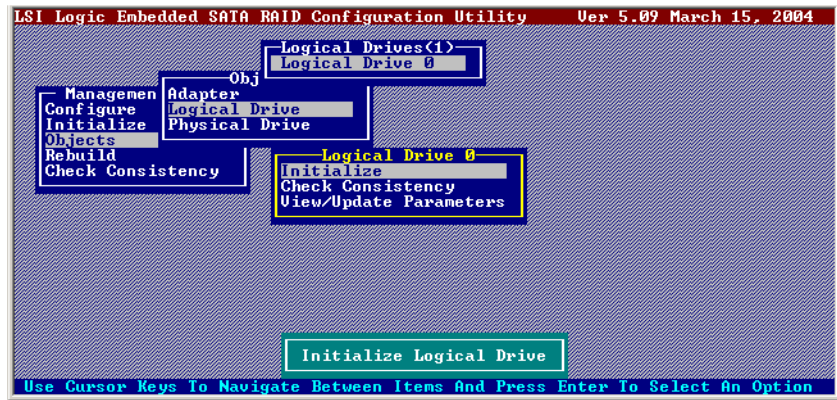
- Stop: The CU stores the percentage of the initialization already completed. When you restart initialization, it continues from the last percentage completed rather than from 0 percent.
- Continue: Initialization continues normally.
- Abort: The initialization is aborted. If you restart initialization, it begins at 0 percent.

For the second method, perform the following steps to initialize a logical drive using the Objects menu.

1. From the Management menu, select Objects→ Logical Drive submenu, as shown in [Figure 3.3](#).

The configured logical drives display.

Figure 3.3 Logical Drive Submenu



2. Select a logical drive, if there is more than one configured, and press <Enter>.
3. Select Initialize from the submenu, and press <Enter>.
4. Select Yes at the prompt, and press <Enter>.

The CU displays a bar graph showing the initialization progress.

5. When initialization completes, press <Esc> to return to the previous menu.

If you press <Esc> while initialization is in progress, the options Stop, Continue, and Abort display, as explained in [step 5](#) on [page 3-9](#).

3.6 Rebuilding Failed Disks

A manual rebuild is used to rebuild failed drives. The CU allows manual rebuild for an individual drive.

Perform the following steps to rebuild a drive:

1. Select Rebuild from the CU Management menu.

The CU displays a device selection window that marks the failed drives with FAIL indicators.

2. Press the arrow keys to highlight the drive to be rebuilt.
3. Press the space bar to select the highlighted physical drive for rebuild.

4. After selecting the physical drive, press <F10>, and select Yes at the confirmation prompt.

The indicators for the selected drive changes to REBLD.

5. When rebuild is complete, press any key to continue.
6. Press <Esc> to display the Management menu.

A second way to perform a manual rebuild on an individual drive is as follows:

1. Select the Rebuild option from the CU→ Objects→ Physical Drive submenu.
2. Press the arrow keys to select the physical drive to be rebuilt, and press <Enter>.
3. Select the Rebuild option from the action menu, and respond to the confirmation prompt.
4. When rebuild completes, press any key to display the previous menu.

3.6.1 Inserting a Previously Removed Drive from a RAID 1 Array

If you have auto-rebuild selected on the BIOS, the rebuild begins as soon as you enter the BIOS CU. If auto-rebuild is disabled, you can choose whether to rebuild. If you decide to rebuild the drive, follow the procedure in [Section 3.6, "Rebuilding Failed Disks," page 3-10](#).

3.7 Checking Data Consistency

The Check Consistency feature verifies the correctness of the redundancy data on the selected logical drive and causes the CU to automatically correct any differences found in the data.

This feature can be used only on a RAID 1 logical drive to verify the data consistency between the mirrored physical drives. When a data inconsistency is found, the CU can either only report the inconsistency or report and fix the inconsistency, depending upon the option selected in Adapter settings.

On the CU, perform the following steps to check consistency:

1. On the Management menu, select Check Consistency, and press <Enter>.

The configured logical drives display.

2. Use the space bar to select a logical drive to check consistency.

Note: The logical drive should be at a RAID 1 level to start Check Consistency. If you select a RAID 0 logical drive, a message displays stating that a Check Consistency cannot be performed. To deselect a logical drive, press the space bar again.

3. Press <F10>.
4. At the prompt, select Yes to start Check Consistency, and press <Enter>.

If you press <Esc> while Check Consistency is in progress, the following options display:

- Stop: The CU stores the percentage of Check Consistency already completed. When you restart Check Consistency, it continues from the last percentage completed rather than from 0 percent.
- Continue: Check Consistency continues normally.
- Abort: Check Consistency is aborted. If you restart check consistency, it begins at 0 percent.

3.8 Using a Preloaded System Drive

You can use the controller as an adapter for this drive by performing the following steps:

1. Connect the drive to the port on the controller.
2. Boot the computer.
3. Start the CU.
4. Select Configure→ Easy Configuration from the menu.
5. Press the cursor keys to select the preloaded drive.

6. Press the space bar.
The preloaded drive now becomes an array element.
7. Press <Enter>.
The preloaded drive is a one-disk array.
8. Display the logical drive configuration screen.
9. Select Accept, and press <Enter>.
10. Press <Esc>, and select Yes at the prompt to save the configuration.
11. Press <Esc> to exit the CU and reboot.
12. Set the host system to boot from the drive.

Chapter 4

Operating System Installation

This chapter contains the procedures for installing the Windows 2000, 2003, and XP, Red Hat Linux, SuSE Linux, and Novell NetWare operating systems when using the Embedded SATA Software RAID. The chapter contains the following sections:

- [Section 4.1, "Windows 2000/2003/XP Driver Installation," page 4-1](#)
 - [Section 4.2, "DOS Driver Installation," page 4-3](#)
 - [Section 4.3, "Linux Driver Installation," page 4-4](#)
 - [Section 4.4, "Novell NetWare Driver Installation," page 4-9](#)
-

4.1 Windows 2000/2003/XP Driver Installation

Perform the following steps to install the Windows 2000 or 2003 driver onto the RAID-configured drives.

1. Boot the system with the Windows 2000 or 2003 Boot Installation CD or diskette.

The following message displays:

```
Setup is inspecting your computers hardware  
configuration.
```

Next, a prompt displays.

2. At the prompt, press <F6> to install the RAID/SCSI adapter driver.
3. When installation prompts for a key after copying some files, press <S> to add the SATA RAID driver.

You are prompted for the floppy diskette that contains the LSI Logic Embedded SATA RAID driver.

4. Insert the LSI Logic Embedded SATA RAID driver diskette, and press <Enter>.

A list of drivers displays.

5. Scroll down the list to the appropriate driver for your Embedded Software SATA RAID system and operating system.
6. Click OK.
7. Follow the instructions on the screen to continue the normal driver installation procedure.

4.1.1 Updating the Windows 2000/2003/XP Driver

Perform the following steps to update the Windows 2000 or 2003 driver or install the Windows 2000 or 2003 driver onto an existing system booted from a standard IDE drive.

1. Click the Windows Start button.
The Windows menu displays.
2. Select Settings.
The Settings menu displays to the right.
3. Click Control Panel.
The Control Panel window displays.
4. Select Adapters.
5. Select the Drivers tab.
6. Scroll down the list until the appropriate driver displays.
The appropriate driver for your Embedded SATA Software RAID system depends on the operating system.
7. Click OK.
8. Select the driver, then click Remove to delete it.
9. Click the Add button.
10. Select the Have Disk button.
11. Insert the diskette into the floppy drive.
12. Select drive letter A, and click <OK>.

13. Select LSI Logic Embedded SATA Controller, and click OK.
14. After Windows NT or Windows 2000 copies the driver, reset the system.

4.1.2 Confirming the Windows 2000/2003/XP Driver Installation

Perform the following steps to confirm that the Windows 2000, 2003, or XP driver is installed properly.

1. Click the Windows Start button.
The Windows menu displays.
2. Select Settings.
The Settings menu displays to the right.
3. Click Control Panel.
The Control Panel window displays.
4. Select Adapters.
5. Select the Drivers tab.
The controller appears on the list as LSI Logic Embedded SATA Controller.
6. Select the Devices tab.
One or more entries display as LSI Logic Embedded SATA xx under LSI Logic Embedded SATA Controller.

4.2 DOS Driver Installation

For DOS, no driver installation is required. The ROM BIOS contains the low-level driver that is necessary for MS-DOS.

4.3 Linux Driver Installation

This section explains how you can make fresh installations of Red Hat and SuSE Linux operating systems with the Linux Embedded Software Stack driver.

4.3.1 Obtaining the Driver Image File

The driver is offered in the form of a driver update disk. The required file is `dud-<driver version>.img`, which is the driver update disk for the Embedded SATA Software RAID stack.

You can obtain the latest driver files from the Download Center on the LSI Logic web site at: <http://www.lsillogic.com>.

4.3.2 Preparing the Installation Disk(s) for Linux

This section describes how to prepare the installation disk(s) from the obtained driver image files using the Windows- or Linux-based operating systems. Refer to this section when necessary during installation of Windows and Linux operating systems.

4.3.2.1 Using a Windows Operating System

Under Windows, you can use the `rawrite` floppy image writer utility to create disk images from image files. The image writer can be downloaded from the Internet. Perform the following steps to build installation diskettes.

1. Copy the driver update disk image `dud-<driver version>.img` and the file `rawrite.exe` to a directory.
2. Confirm that the files are in the selected directory.
3. After you confirm the files, you might need to change the filename of the driver update disk to a shorter name with less than eight characters.
4. Copy `dud-<driver version>.img` `dud.img`.
5. Type the following command to create the two installation diskettes:

```
RAWRITE
```


6. Press <Enter>.
You are prompted to enter the name of the boot image file.
7. Type:
`dud.img`
You are prompted for the target drive diskette.
8. Insert a floppy diskette into the floppy drive and type:
`A:`
9. Press <Enter>.
10. After the command prompt returns and the floppy disk drive LED goes out, remove the diskette.
11. Label the diskette with the image name.

4.3.2.2 Using a Linux Operating System

Under Red Hat and SuSE Linux, you can use a driver diskette utility to create disk images from image files.

Perform the following steps to create the driver update disk:

1. Copy the driver update disk image `dud-<driver version>.img` to a Linux system.
2. Insert a blank floppy diskette into the floppy drive.
3. Confirm that the files are in the selected directory.
4. Create the driver update diskette using the following command:
`dd if=dud-<driver version>.img of=/dev/fd0`
5. After the command prompt returns and the floppy disk drive LED goes out, remove the diskette.
6. Label the diskette with the image name.

4.3.3 Red Hat Linux Driver Installation on a New System

This section describes the fresh installation of the device driver on new Linux Red Hat 3.0, 8.0, 9.0, and AS2.1 systems with the Embedded Software RAID Stack.

After you prepare the installation disks with the driver image, perform the following steps to install the driver:

1. Boot to CD-ROM (Disk 1).

The Red Hat introductory screen displays.

2. Type the following at the boot prompt:

```
linux dd
```

3. Press <Enter>.

The prompt asks whether you have a driver disk.

4. Use the arrow key to select Yes, then press <Enter>.

5. Select `fd0` to indicate you have a floppy diskette with the driver on it.

6. Insert the floppy diskette in drive A, and press <Enter>.

The installer locates and loads the driver for your device. The following message displays:

```
Loading megaide driver...
```

The prompt at the next screen asks whether you have another driver.

7. Follow the Red Hat Linux installation procedure to complete the installation.
8. Reboot the system.

4.3.4 SuSE Linux 9.0 Driver Installation on a New System

This section describes the fresh installation of a Linux SuSE 9.0 system with the Embedded Software RAID Stack.

Prepare installation disks with the driver image, then perform the following steps to install the driver:

1. Boot your system using the SuSE 9.0 CD 1.
2. At the prompt, press <F3> to confirm that you have a driver diskette.

3. Select Installation on the menu using the arrow keys, then press <Enter>.

You are prompted for the diskette.

4. Insert the driver update disk in drive A, and press <Enter>.

The following message displays:

```
Driver Updates added.
```

5. Press <Enter>.

You are prompted to select the Driver Update Medium.

6. Select Back, and press <Enter>.

This returns you to the installation.

7. Click Accept.

The driver installation begins.

8. Click Accept again.

A warning screen displays to make sure you want to continue the installation with these settings.

9. Select Yes, and complete the installation.

Important: After all the selected packages are installed, a prompt displays and gives you 10 seconds to reply. If you do not reply within 10 seconds, you will have to start the installation process over.

10. Select Stop before the 10 seconds are up.

11. Press <Ctrl> <Alt> <F2>.

This opens a terminal you can use to run a script.

12. At the prompt, type:

```
cd update/000/install
```

13. Press <Enter>.

14. Type:

```
./update.post
```

15. Press <Enter>.

16. At the prompt, press <Ctrl> <Alt> <F7>.

The YaST screen displays.

17. Select OK, then press <Enter>, and reboot the system.

4.3.5 SuSE 8.2 Driver Installation

This section describes a fresh installation on a Linux SuSE 8.2 system with the Embedded Software RAID Stack.

Prepare installation disks with the driver image, then perform the following steps to install the driver:

1. Create a RAID array using the BIOS.
2. Boot your system using the SuSE Disk 1.
3. When the first screen displays, press <F3>, and select the installation menu option.
4. Insert the driver update disk when prompted.
5. Complete the installation process and reboot the system.

4.3.6 SuSE SLES8 Driver Installation

This section describes a fresh installation on a Linux SuSE SLES8.0 system with the Embedded Software RAID Stack.

Prepare installation disks with the driver image, then perform the following steps to install the driver:

1. Create a RAID array using the BIOS.
2. Boot your system using the SuSE SLES8 1.0 Disk 1.
3. When the first screen displays, press <Alt>, and select the installation menu option.
4. Insert the driver update disk when prompted.
5. Complete the installation process and reboot the system.

4.4 Novell NetWare Driver Installation

The section provides installation instructions for the Novell Netware driver.

4.4.1 Novell NetWare Driver Files Description

The Novell NetWare driver and utilities support logical drives configured on the controller.

Important: The logical drives configured on the host adapter are registered with the operating system as separate logical units.

All utilities and `spy.nlm` expect the driver to pass the requests to the adapter. You must load the `.HAM` driver files first, so that it can load the `.NLM` files.

4.4.2 New Novell NetWare System Driver Installation

Follow the instructions in the *Novell NetWare Installation Guide* to install NetWare on the server.

Follow these steps to install Novell NetWare using the controller as a primary adapter:

1. Boot with the NetWare 6.5 CD-ROM.
2. Follow the instructions on the screen to select the language and accept the license.

The Welcome screen displays. The following message then displays:

```
Is this a default install or manual install?
```

3. Select Default using the arrow keys, then press <Enter> to change the option to Manual.
4. Select Continue, and press <Enter>.

The screen used to prepare the boot partition displays.

5. Select Free Space, then press <Enter>.
6. Accept the default (500 Mbyte) or modify as desired, then press <Enter>.

7. Select Continue, then press <Enter>.

The Server Settings screen displays. You can modify the settings before going to the next screen.

8. Select Continue, then press <Enter>.

The system goes through device driver detection, then the screen displays the device type and driver name. You can modify the device type and driver name.

9. Select Continue, then press <Enter>.

The driver names display.

10. Select Storage adapters using the arrow keys, and press <Enter>.

11. Select the following on the list of files: IDEATA.HAM Standard ATA/IDE RAID Adapter Controller, and press <Delete>.

Note: Do not select IDEATA.HAM Standard ATA/IDE/ATAPI Adapter Controller on the list of files; it is needed for the ATAPI CD-ROM drive to operate.

12. Press <Insert> to add a driver.

13. Press <Insert> again.

14. If you have the driver on a diskette, insert it in drive A.

The install program automatically searches for the driver on drive A.

or

If you do not have the driver on a diskette, enter the path for the file.

15. Press <Enter>.

The Intel RAID controller displays. There is one driver per controller to remove or add.

16. Press <Esc> twice.

17. Select Continue, and press <Enter>.

The storage devices and driver names display so you can match the drivers to the hardware devices.

18. Select Continue, and press <Enter>.

19. Select Continue, and press <Enter> again.

The following message displays:

Loading driver

Then the screen Create Sys Volume displays.

20. Select Create, and press <Enter>.

The Main menu displays.

21. Select Continue Installation, and press <Enter>.

The File Copy Status displays to confirm that the driver files are installed, then a GUI prompt displays.

22. Select Customized, and press <Next>.

23. Continue the normal operating system installation.

4.4.3 Existing Novell NetWare System Driver Installation

Follow these steps to add the NetWare driver to an existing installation:

1. For NetWare 5.1 and higher, type the following at the root prompt:

```
nwconfig
```

2. Press <Enter>.

The Configuration Options screen displays.

3. Select Drive Options, and press <Enter>.

A window displays.

4. Select Configure Disk and Storage Device Options, and press <Enter>.

5. Select one of the following options that display on the window:

- Discover and Load an Additional Driver
- Select an Additional Driver

6. If you select Discover and Load an Additional Driver, the system discovers the extra unit and prompts you to select a driver from the list. Press <Insert> to insert the driver.

This completes the procedure.

or

If you choose Select an Additional Driver, the Select a Driver screen displays.

Perform the following steps to select an additional driver:

- a. Press <Insert>, then follow the instructions that appear.
- b. Insert a diskette into drive A, and press <Enter>.

The system finds the driver and installs it.

Chapter 5

Hyper Configuration Utility

HyperCFG is a command-line utility for ICH6R software. This chapter details the product features in these sections:

- [Section 5.1, "General Description," page 5-1](#)
- [Section 5.2, "Installing HyperCFG," page 5-2](#)
- [Section 5.3, "Using HyperCFG," page 5-2](#)
- [Section 5.4, "RAID Information," page 5-8](#)
- [Section 5.5, "Return Codes on Error Condition," page 5-9](#)

5.1 General Description

HyperCFG is a command-line utility for SATA RAID. The main features supported in this utility are the ability to:

- Create RAID arrays
- Save RAID configuration information to a binary file
- Display RAID configuration data
- Configure RAID from a binary file
- Display the ROM version of the RAID option
- Dump the identify device command packet
- Rebuild failed drives
- Check data consistency (to verify the correctness of the redundancy data on the selected logical drive) and have the CU automatically correct any differences found in the data
- Perform initialization
- Set values for Adapter Enquiry Information

5.2 Installing HyperCFG

Perform the following steps to install HyperCFG:

1. Copy the HyperCFG executable file from the CD to your hard drive.

The filename on the various operating systems is:

- `HYPERCFG.exe` for DOS
- `hypercfg` for Linux
- `HyperWin.exe` for Windows

2. Run the file from the hard drive.

The HyperCFG utility displays.

Use the options in [Section 5.3, “Using HyperCFG”](#) to set the RAID configuration and other options.

5.3 Using HyperCFG

The following is a list of options for the utility:

- Configuration options
- Drive ID
- Display options
- Miscellaneous options
- Filename

[Table 5.1](#) describes the attributes that you can set for these options.

Table 5.1 HyperCFG Options and Attributes

Options	Description					
/S	Silent Operation. When this option is set, the utility does not prompt the user.					
/F[File Name]	This option redirects the output to the specified filename. If the filename is not specified, then the filename defaults to HyperCFG.log.					
/L /C[n] /D[cd] /B[Filename]	Displays the configuration sector of the specified drive [Drive-ID].					
	Using only /L displays the configuration sector from the first available drive. Use /B[Filename] to dump the IRCD as a bin file. If the filename is not specified, the default filename is hypercfg.bin.					
	Erases the configuration sector of the specified drive [Drive-ID]. The [o] field can be any of the following:					
	<table> <tr> <td>C</td><td>Erases the configuration sector only.</td></tr> <tr> <td>E</td><td>Erases the error log sector only (only for DOS).</td></tr> <tr> <td>A</td><td>Erases both configuration and error log sectors.</td></tr> </table>	C	Erases the configuration sector only.	E	Erases the error log sector only (only for DOS).	A
C	Erases the configuration sector only.					
E	Erases the error log sector only (only for DOS).					
A	Erases both configuration and error log sectors.					
/@/b[bfn]	Configures the RAID array from the specified configuration file. If the filename is not specified, the default filename is hypercfg.bin.					

Table 5.1 HyperCFG Options and Attributes (Cont.)

Options	Description	
/A[Array] (for new configuration) or add/A[Array] (for add configuration)	[m]:d1, d2...dn /G[n]:[size]	This option is used to configure arrays for RAID 0, 1, and 10.
		[m] is the RAID mode for configuring. The [m] field can be any of the following three options: S[n] Means the arrays are configured as RAID 0 (striping). [n] equals stripe size. The allowed stripe sizes are 4 Kbytes, 8 Kbytes, 16 Kbytes, 32 Kbytes, 64 Kbytes, 128 Kbytes, 256 Kbytes, 512 Kbytes, 1024 Kbytes, 2048 Kbytes, and 4096 Kbytes.
		M Means the arrays are configured as RAID 1 (mirroring).
		R[n] Means the arrays are configured as RAID 10. [n] equals stripe size.
		d1, d2...dn are the drive IDs that participate on the array.
		[n] is an optional feature that specifies the type of RAID mode for multiple/mixed mode RAID creation. It is restricted to RAID 0 and RAID 1. If you select RAID 0 or RAID 1, the default RAID mode will be overridden. If you do not specify a value for [n], the default RAID mode will be used. The [n] field can be any of the following two options: s Selects RAID 0 as the RAID level. m Selects RAID 1 as the RAID level.
		[size] represents the size in Mbytes of the logical drive to be created. 1. Note: The logical drive size displays in DEC format. 2. Note: If you do not provide the /G switch, HyperCFG will create the logical drives using auto-configuration.
Initialization	/init/l[n] /l[n2]...	This option is used to initialize a newly configured logical drive.
		/init Specifies the initialize option.
		/l[n] /l[n2]... Specifies the logical drive numbers.
Rebuilding	/rbld /d[nn]	This option is used to rebuild a failed hard drive.
		/rbld Specifies the rebuild option.
		/d[nn] Specifies the connection ID for the physical drive.
Check Consistency	/con/l[n1] /l[n2]...	This option is used to perform a consistency check of the logical drives.
		/con/ Specifies the check consistency option.
		/l[n1]/l[n2]... Specifies the logical drive numbers.

Table 5.1 HyperCFG Options and Attributes (Cont.)

Options	Description	
Free Array Information	<code>/freearr /a[m]:d1, d2, dn...</code>	This option is used to access the free array information.
		<code>/freearr /a</code> Specifies the free array information option.
		<code>[m]</code> Specifies the RAID level you need to create.
		<code>d1, d2, dn...</code> Lists the drives.
Force a Physical Drive Online or Offline	<code>/pdstate /d[nn] /[on/off]</code>	This option is used to force a physical drive online or offline.
		<code>/pdstate</code> Specifies the physical drive state option.
		<code>/d[nn]</code> Specifies the connection ID for the physical drive.
		<code>/[on/off]</code> Specifies whether to force the drive online or offline.
Adapter Information	<code>/adp /c[n]</code>	This option is used to access adapter information.
		<code>/adp</code> Specifies the adapter information option.
		<code>/c[n]</code> Specifies the controller number.

Table 5.1 HyperCFG Options and Attributes (Cont.)

Options	Description	
Adapter Properties	/SetADP /C[n]	This option is used to select values for adapter properties.
	/r[val]	
	/bios[-on/off]	/SetADP Specifies the adapter properties option.
	/s[-on/off]	/C[n] Specifies the controller number.
	/n[val]	
	/f[-on/off] /cc[val]	/r[val] Specifies the rebuild rate for the failed drives that are being rebuilt. [val] is from 0–100%. This setting is optional.
	/ars[-on/off]	
	/boot[val]	/bios[-on/off] Specifies whether to enable or disable the BIOS. Select <i>on</i> to enable or <i>off</i> to disable the BIOS.
	/arb[-on/off]	/s[-on/off] Specifies BIOS Stop on Error. Select <i>on</i> to enable or <i>off</i> to disable. When enabled, the BIOS stops in case of a problem with the configuration. This gives you the option to enter the configuration utility to resolve the problem.
		/n[val] Specifies the action to take if a new device is found. [val] is 0 for auto-configuration as a spare or R0, or 1 to force into the BIOS Configuration Utility.
	/f[-on/off]	Specifies whether to enable or disable the fast initialization of logical drives for the adapter. Select <i>on</i> to enable or <i>off</i> to disable fast initialization.
	/cc[val]	Specifies the action to be taken during a check consistency operation. [val] is 0 for fix and report or 1 for report only.
	/ars[-on/off]	Specifies whether to enable or disable Auto Resume. You can use Auto Resume after an incomplete rebuild, check consistency, or initialization. Select <i>on</i> to enable and <i>off</i> to disable.
	/boot[val]	Specifies the bootable logical drive from which you can boot. [val] is the logical drive number.
	/arb[-on/off]	Specifies whether to enable or disable the ability to perform automatic rebuilds of failed drives. Select 0 to enable or 1 to disable.

Table 5.1 HyperCFG Options and Attributes (Cont.)

Options	Description	
Display Options	This option determines how the data displays. This option is valid for /I only.	
	/W[o]	Prints the dump for the /I option. The [o] field can be either of the following: V Prints the dump in Verbose mode. Default option: If [o] is not specified, then data displays as a HEX dump.
	/F[fn]	Redirects the output to a file [fn] (for filename). The default filename is hypercfg.bin.
	/Y[x][fn]	Logs to the given filename [fn]. The default for [x] is f. The default filename is hypercfg.bin. The [x] field can be either of the following: f Logging is done only for errors. This is the default. c Continuous logging is done.
1. Note: The exit code can be modified using the qualifier /Q. When /Q is specified, configuration-related commands return ARRAY COUNT on SUCCESS. In all other cases, ERROR LEVEL is returned. All the other options except /S, /F, /\$, /B, /@, and /W have the default argument as zero.		
/C[n] /D[cd] [Drive ID]	/C[n] /D[cd] specifies the drive ID.	
	/C[n]	Specifies the card number where the drive is present. [n] is the card index, starting at 0, 1, 2...
	/D[cd]	Selects drive for /I, /L, and /E options. Possible values are as follows: c Port Number (0 or 1) d Device ID (0 or 1)
	/I[a] /C[n] /D[cd] /B[Filename]	Displays identify device packet for specified drive.
		/I[a] Displays ID Device Packet for all drives present.
		/B[Filename] Specifies to dump the 512-byte identify data to [Filename]. /B option should not be specified with /I[a] switch.
Miscellaneous Options	This attribute is reserved for miscellaneous options.	
	/S	Executes in Silent mode.
	/V	Detects the presence of RAID BIOS and displays the BIOS version.
	/X	Pauses execution if an error occurs.
	/Z[E/D]	Enables [E] or disables [D] SMART feature. The default is ENABLE. SMART monitors hard drives for drive failures.

5.4 RAID Information

The RAID configuration information starts with the keyword `TOTAL_NO_OF_ARRAYS` and must be organized as follows:

```
TOTAL_NO_OF_ARRAYS:
TOTAL_NO_OF_PHY_DRIVES:
ARRAY #:
    TOTAL_NO_OF_LOG_DRIVES:
    DRIVES_IN_ARRAY:
        LOG_DRIVE #:
            START_SECTOR_NO:
            SIZE_IN_MB:
            LDRV_STATE:
            RAID_LEVEL:
            SPAN_DEPTH:
            NUMBER_OF_STRIPE:
            STRIPE_SIZE:
```

The configuration displays the number of arrays and logical drives present in each array. It also displays the total number of physical drives. For each logical drive, the following display:

- Start sector in hexadecimal format
- Logical drive size in megabytes
- State of the logical drive (optimal, degraded, or failed)
- RAID level of the logical drive (striped, mirrored, or spanned)
- Span depth
- Number of stripes
- Stripe size in kilobytes

5.5 Return Codes on Error Condition

Table 5.2 lists the return codes that display when there are errors and provides the descriptions of those errors.

Table 5.2 Return Codes on Error Conditions

Return Code	Description
6h	Array not formed due to inadequate drives. This error occurs when adequate drives to make a RAID array are not present.
0Ah	Hard disk(s) not found. This error occurs when required hard disks are not found.
0Bh	RAID controller timed out on read/write. Possible reasons are that a hard disk drive is damaged or an invalid drive ID is specified.
0Dh	Error Opening Array Information file. The specified configuration file could not be opened.
0Eh	Array information file format incorrect. Possible reasons are missing fields or wrong information in the file.
10h	Error Opening Log file. Log filename or path may be wrong or invalid.
12h	Array not formed as required drives not found. This error occurs when the required drives are not found.
13h	Array not formed, excess drives found. This error occurs when there are more than two drives present in the /! command.
16h	Invalid configuration present. This error occurs when no RAID configuration is present and the /L command is issued.
17h	Configuration mismatch in drives. This error occurs when the configuration data in all drives do not match. This occurs with the /T command.
18h	Error reading file.
19h	Error writing file.
21h	Physical drive rebuild failed.
22h	Check Consistency failed.
23h	No FreeArray information available.
24h	Physical drive rebuild aborted.
25h	Check Consistency aborted.
26h	Logical drive initialization aborted.
27h	Failed to connect Spy Service.

Table 5.2 Return Codes on Error Conditions (Cont.)

Return Code	Description
1Ah	Warning! Truncating file. This error occurs when the file dumped to a sector is greater than 512 bytes.
1Bh	RAID BIOS not found. This error occurs with a /V command when the RAID BIOS is not found.
1Ch	Feature not available in IDE drive. This error occurs when the /P or /M command is used on drives that do not support this feature or when invalid parameters are specified.

1. Note: Other error codes are reserved.

Chapter 6

Spy Service

This chapter describes the Spy Service program and contains the following sections:

- [Section 6.1, “Starting or Stopping Spy Service under Windows 2000, XP, or 2003,” page 6-1](#)
- [Section 6.2, “Installing Spy Service under Linux,” page 6-3](#)
- [Section 6.3, “Installing and Running Spy Service under Novell NetWare,” page 6-3](#)
- [Section 6.4, “Uninstalling Spy Service,” page 6-4](#)
- [Section 6.5, “Exploring the Spy Service Icon,” page 6-5](#)

The Spy Service program looks for errors, failed drives, and status changes. It can mark drives as failed after the error threshold is reached and start automatic rebuilds. It runs in the background of the Embedded SATA Console.

When operating under Windows, Spy Service enables SMART on all of the hard drives at startup and polls for any status changes in the drives every 60 minutes. SMART monitors hard drives for drive failures.

6.1 Starting or Stopping Spy Service under Windows 2000, XP, or 2003

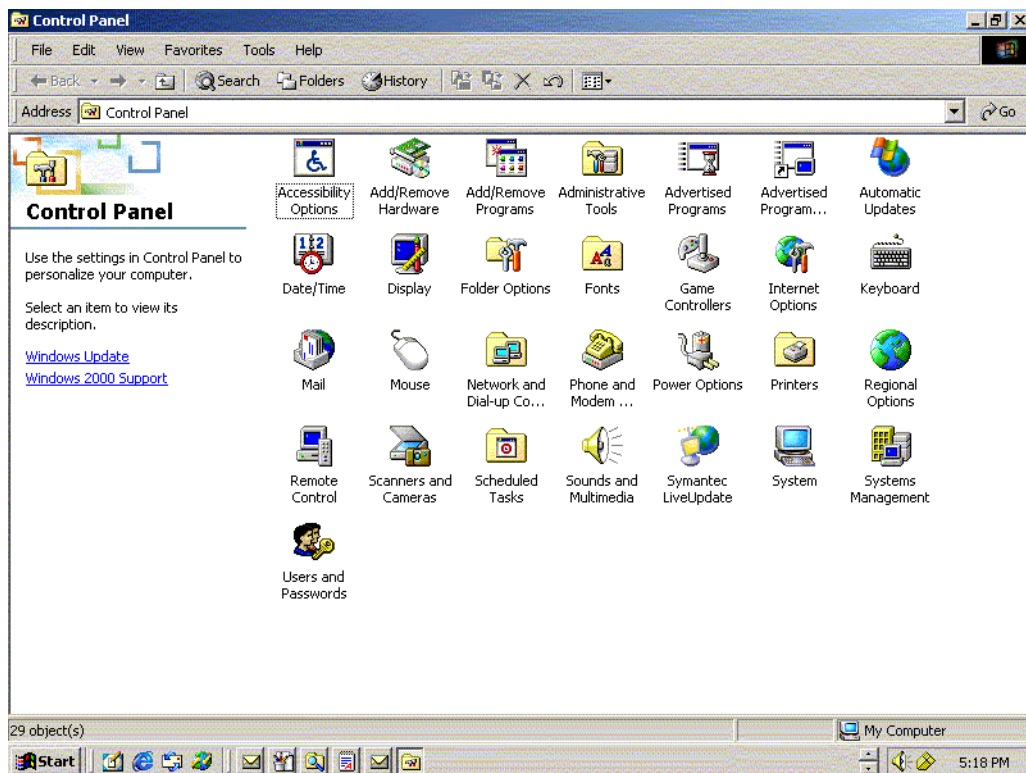
You can use the Control Panel to access the option to start or stop Spy Service.

Perform the following steps to start or stop Spy Service:

1. Click Start→ Settings→ Control Panel.

The screen shown in [Figure 6.1](#) displays.

Figure 6.1 Control Panel Screen



2. Click Administrative Tools→ Services icon→ Spy Ser.
A dialog window displays with the start and stop options.
3. Click the Start or Stop button.

This starts or stops the Spy Service program, depending on your selection.

Note: You can right-click the Spy Service icon and select “Stop Spy” to stop the Spy Service program. The Spy Service icon displays on the right side of the taskbar. See [Section 6.5, “Exploring the Spy Service Icon”](#) for more information about the icon.

6.2 Installing Spy Service under Linux

Perform the following steps to install Spy Service under Linux. Spy Service runs in the background after installation.

Note: You must have “GNOME” libraries installed before you install Spy Service.

1. Log in to GUI mode.
2. At the Linux prompt, type:

```
$ rpm -ivh spy.X.X.X.i386.rpm
```
3. Press <Enter>.

The rpm is extracted and the necessary files installed and started.

6.3 Installing and Running Spy Service under Novell NetWare

Perform the following steps to install Spy Service under Novell NetWare:

1. Unzip the file `Spy-X.X Novell.zip` from the installation CD to a floppy diskette in drive A.
2. Go to the Novell server prompt and type:

```
<Nov-server>:a:install
```

Messages display when the files are copied.
3. Reboot to complete the installation.
4. After reboot, you can type the following to see whether Spy Service is running:

```
<Nov-server>:modules spy
```
5. Press <Enter>.

The information shows whether Spy Service is running.

6.4 Uninstalling Spy Service

The following procedures explain how to uninstall Spy Service under Windows, Linux, and NetWare.

6.4.1 Uninstalling Spy Service under Windows

Perform the following steps to uninstall Spy Service under Windows:

1. Stop the Spy Service program.

See "[Section 6.1, "Starting or Stopping Spy Service under Windows 2000, XP, or 2003"](#)" for instructions on stopping Spy Service.

2. Select Start→ Settings→ Control Panel.

The Control Panel displays.

3. Click Add/Remove Programs.

The list of currently installed programs displays.

4. Click the Spy Service program, and select Remove.

6.4.2 Uninstalling Spy Service under Linux

Perform the following steps to uninstall Spy Service under Linux:

5. At the command prompt, type:

```
# rpm -e spy-x.y-z
```

6. Press <Enter>.

6.4.3 Uninstalling Spy Service under NetWare

Perform the following steps to uninstall Spy Service under NetWare:

1. At the command prompt, type:

```
# uninspy.nlm
```

2. Press <Enter>.

6.5 Exploring the Spy Service Icon

The icon for the Spy Service program displays on the bottom right corner of the Embedded SATA Console screen (on the tray bar). The icon is a round figure wearing sunglasses.

The icon is color-coded. Green means that there are no problems. Yellow means that there is a rebuild in progress or there are media errors and a possible drive failure. Red warns of a critical problem that could cause the system to fail.

Hold the cursor over the icon ("mouseover") and a short text box displays that describes the system status. Right-click on the icon and the following options display:

Stop monitor media error The program stops searching for media errors.

Erase error log The program deletes the errors that were recorded on the error log.

Stop Spy This stops the program and deletes the icon from the taskbar. You can start the program again using the instructions in ["Section 6.1, 'Starting or Stopping Spy Service under Windows 2000, XP, or 2003.'"](#)

Do the following to place the Spy Service icon on the taskbar when operating under Windows 2000:

Select Start→ Programs→ MegaRAID® IDE→ MegaRAID IDE Spy.

This places the Spy Service icon on the taskbar.

Note: The Spy Service icon displays on the taskbar automatically under the Windows Server 2003 operating system.

Chapter 7

Troubleshooting

This chapter describes problems you might encounter while using ICH6R and suggests solutions. It contains the following sections:

- [Section 7.1, "Problems and Suggested Solutions," page 7-1](#)
- [Section 7.2, "Embedded SATA Software RAID Problem Report Form," page 7-2](#)

7.1 Problems and Suggested Solutions

[Table 7.1](#) describes possible problems you might encounter, along with suggested solutions.

Table 7.1 Problems and Suggested Solutions

Problem	Suggested Solution
Drives are not detected. Or The system hangs when the adapter ROM for Embedded SATA Software RAID scans the SATA ports.	<ul style="list-style-type: none">• Make sure that the cable ends are connected properly.• Make sure that the power cables to the drives are connected properly.• Change cables.• If everything fails, change the drive(s).
Operating system does not boot.	<ul style="list-style-type: none">• Check the system BIOS configuration for Peripheral Component Interconnect (PCI) interrupt assignments. Make sure some Interrupts are assigned for the PCI.• Make sure that you have properly selected the Boot Device on the system BIOS setup (CMOS Setup).
An error occurs while reading the configuration data on a drive.	The drive is bad and needs to be replaced.

Table 7.1 Problems and Suggested Solutions (Cont.)

Problem	Suggested Solution
There is no existing RAID configuration on any of the drives connected to the system and the following message displays: LSI Logic Embedded SATA RAID Not Configured	Press any key to enter the BIOS Configuration Utility <Ctrl> <M>, then select a configuration method and configure the drive(s).
BIOS reports that a mirrored array is in Degraded mode.	<ul style="list-style-type: none">• Make sure all physical drives are properly connected and are powered on.• Reconnect, replace, or rebuild any drive that has failed.
One of the hard drives in a mirrored (RAID 1) array has failed.	Replace the failed drive with another drive that has the same or greater capacity.
You insert a new drive with no configuration into the slot that is already part of a mirrored (RAID 1) array.	Press any key to enter the BIOS Configuration Utility <Ctrl> <M> to configure the new drive. Mark the drive as one of the following: <ul style="list-style-type: none">• Failed: If the AutoRebuild option is disabled on the configuration utility• Rebuilding: If the AutoRebuild option is enabled on the configuration utility
You insert a new drive with no configuration into the slot that is already part of a striped (RAID 0) array or there is a striped (RAID 0) array by itself on the system.	Press any key to enter the BIOS Configuration Utility <Ctrl> <M> to configure the new drive.

7.2 Embedded SATA Software RAID Problem Report Form

[Table 7.2](#) contains a form you can use to record problems with the Embedded SATA Software RAID.

Table 7.2 Embedded SATA Software RAID Problem Report Form

Customer Information		Embedded SATA Software RAID Information	
Name:		Today's date:	
Company:		Date of purchase:	
Address:		Invoice number:	
City/State:		Option ROM number:	
Country:		Driver version:	
Email address:		HyperCfg version:	
Phone:		Spy Service version:	
Fax:			
System Information			
Motherboard:		BIOS date:	
Operating system:		Video adapter:	
Operating system version:		CPU type/speed:	
Network card:		System memory:	
Other disk controllers installed:		Other adapter cards installed:	
BIOS manufacturer:			
Description of problem:			
Steps necessary to recreate problem:			
1.			
2.			
3.			
Embedded SATA Software RAID Configuration			
RAID mode, stripe size			
Array #0 configuration			
Array #1 configuration			

Customer Feedback

We would appreciate your feedback on this document. Please copy the following page, add your comments, and fax it to us at the number shown.

If appropriate, please also fax copies of any marked-up pages from this document.

Important: Please include your name, phone number, fax number, and company address so that we may contact you directly for clarification or additional information.

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Reader's Comments

Fax your comments to: LSI Logic Corporation
Technical Publications
M/S AF-198
Fax: 408.433.4333

Please tell us how you rate this document: *Embedded SATA Software RAID for ICH6R User's Guide*. Place a check mark in the appropriate blank for each category.

	Excellent	Good	Average	Fair	Poor
Completeness of information	_____	_____	_____	_____	_____
Clarity of information	_____	_____	_____	_____	_____
Ease of finding information	_____	_____	_____	_____	_____
Technical content	_____	_____	_____	_____	_____
Usefulness of examples and illustrations	_____	_____	_____	_____	_____
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