

intel® Technical Advisory

TA-0433-1

5200 NE Elam Young Parkway
Hillsboro, OR 97124

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Intel® Server Control v3.5 Service Partition installation procedure for SCB2 ATA Promise* RAID arrays.

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Products Affected

Intel® Server Control (ISC) v3.x for remotely managing Intel server systems: SCB2 ATA version only (not SCB2 SCSI-based systems).

Description

One of the features of Intel Server Control v3.5 is the ability to boot to a Service Partition within the Client System Setup Utility (CSSU) or Direct Platform Control (DPC). The Intel Server Control V3.5 Service Partition is not currently validated using Intel-based RAID cards. However, the SCB2 ATA SKU can be successfully configured for a Service Partition as indicated in this document. The minimum requirement to install the Service Partition on SCB2 ATA systems is that the Promise* RAID drivers be installed prior to installing the system operating system.

Though RAID level 1 (mirroring) is not a required Promise* RAID configuration for SCB2 ATA server usage, mirroring is an option with Intel Server Control's Service Partition v.6 installed from the SCB2 System Resource CD. Also, defining a "Stripe" with Promise* RAID is fully supported option. There has been limited testing of these configurations, but they are believed to be fully functional. This advisory explains how to install the correct version of Promise* RAID controller during the Windows* 2000 Server installation. This configuration has not been tested on Red Hat* Linux, Novell* NetWare*, or UnixWare*. Installations on these operating systems are at the user's own risk.

Root Cause

None. The purpose of this advisory is to recommend the correct installation process.

Corrective Action / Resolution

- 1) Install the Promise* RAID array. Start this configuration by disabling "Quiet Mode" in the F2 BIOS setup, then by pressing "CTRL-F" after the scan of "available IDE drives". The blue Promise* RAID configuration interface will launch. Perform the following commands to configure your two drives in a mirrored (RAID 1) configuration:
 - a) Type "3" to define the array.
 - b) Press "Enter" on Array1.
 - c) Set the RAID Mode to either "[mirror or stripe]" by using the "space bar" to toggle through the options
 - d) Use the arrow keys and the "space bar" to enable the "assignment" of the two drives to "[Y]." ¹
 - e) Press "CTRL-Y" to save changes.
 - f) Press "Enter" to boot drive as Array1.
 - g) Press "Any key" to continue.²
 - h) Press the "ESC" key twice to execute and exit.
 - i) At the warning dialog, "System is going to REBOOT. Are you sure? Y- reboot/Any Key - Back" press "Y."
- 2) Install and format the Service Partition on the mirrored Promise RAID array as defined in the ISC 3.5 "Getting Stared with Intel Server Management," or on page 5 of the CD_Drive\ISC\DOCS\English*\Install_Guide.

¹ It is not necessary to save 40 MB for the Service Partition. Instead, mirror the entire drive.

² If a mirror is defined, the hard-drive mirroring may take up to 40 minutes to complete.

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- 3) Create a Promise ATA driver diskette from the SCB2 Resource CD, as follows.
 - a) Insert the SCB2 System Resource CD. The html-based interface will launch.
 - b) Select "Drivers".
 - c) Click on the pull-down menu option, "Select an OS- Windows 2000".
 - d) Click on "ATA" under "select device/function".
 - e) Double-click on the "Create a Disk" icon.
- 4) Place the diskette created in step 3 into the server diskette drive.
- 5) Start the Windows* 2000 Operating System installation by booting from the Windows* 2000 installation CD.
- 6) Press F6 during the discovery of drivers/hardware stage of the Windows 2000 install. It will prompt you to press F6 during beginning phase of driver discovery with the following dialog: "Press F6 if you need to install 3rd Party SCSI or RAID drivers".
- 7) Select "S" to specify an additional SCSI adapters, CD-ROM driver, etc.
- 8) Press the "Enter" key.
- 9) Select the **fourth driver** listed, the "Win2000 Promise Fastrack100 (tm) Controller"³
- 10) Press the "Enter" key.
- 11) Proceed with the Windows 2000 installation by pressing the "Enter" key.

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³ The default is to install the 3rd driver listed, which will fail.