

# Arxys Shield Key, VideoX v1, and VideoX v2 RAID controller firmware upgrade

## Introduction

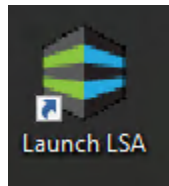
An error in RAID controller firmware defect that can cause system down time has been discovered in version 4.680.00-8527 and older firmware. This applies to Broadcom 9361-4i and 9361-8i RAID controllers.

Arxys is recommending that all systems with an affected Broadcom RAID controller be upgraded as soon as possible to firmware version 4.680.00-8555 which resolves the defect.

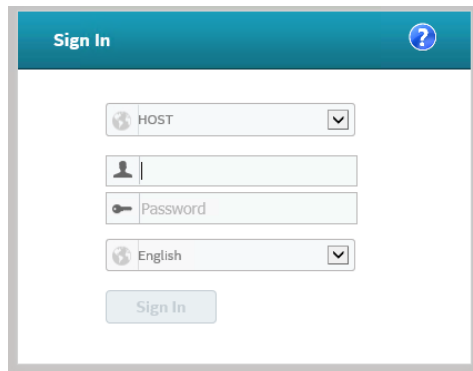
## Identifying Broadcom Controller Model

Use LSA to identify the current RAID controller model

1. Log into the Arxys system using an administrative account



2. Run the Broadcom LSA utility. Typically, the icon is on the desktop

A screenshot of a "Sign In" dialog box. The title bar is teal with the text "Sign In" and a question mark icon. The dialog contains four input fields: a dropdown menu for "HOST", a text field for a username (with a person icon), a text field for "Password" (with a key icon), and a dropdown menu for "English". At the bottom is a "Sign In" button.

3. Log into LSA using the same local administrative account used to log into the system

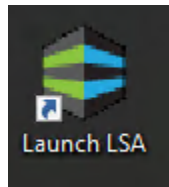


4. The controller model will be listed at the top of the LSA home page. The affected models are:
  - a. 9361-4i
  - b. 9361-8i

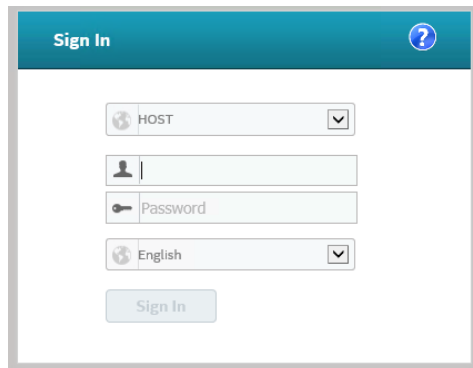
## Identifying Broadcom Controller Firmware

Use LSA to identify the current RAID controller firmware

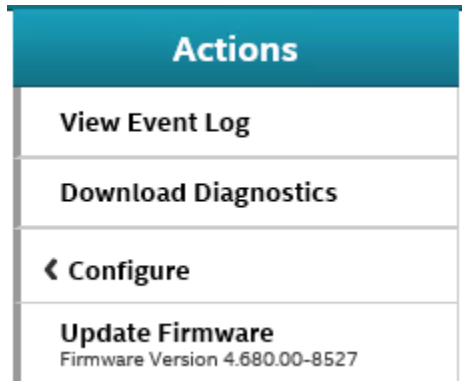
1. Log into the Arxys system using an administrative account



2. Run the Broadcom LSA utility. Typically, the icon is on the desktop



3. Log into LSA using the same local administrative account used to log into the system



4. The current firmware version of the controller will be listed on the right-hand side of the LSA home page under the action menu. If the controller firmware is 4.680.00-8527 or older, the controller firmware should be upgraded.

## Downloading the Broadcom Controller Firmware

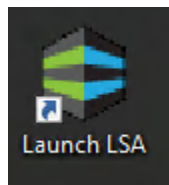
The firmware can be downloaded from Broadcom via: [https://docs.broadcom.com/docs/24.21.0-0148\\_SAS\\_MR\\_FW\\_IMAGE\\_APP\\_4.680.00-8555.zip](https://docs.broadcom.com/docs/24.21.0-0148_SAS_MR_FW_IMAGE_APP_4.680.00-8555.zip)

Additionally, it can be requested from Arxys via a support ticket. At <https://support.arxys.com/>

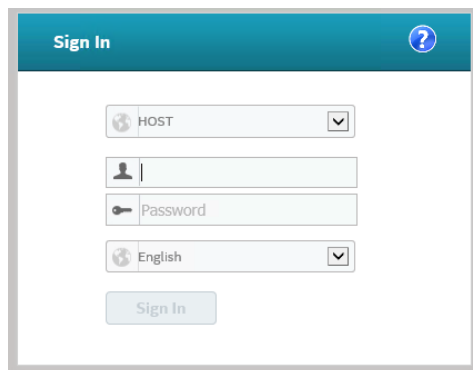
## Upgrading the Broadcom Controller Firmware

Use LSA to upgrade the RAID controller firmware

1. Log into the Arxys system using an administrative account



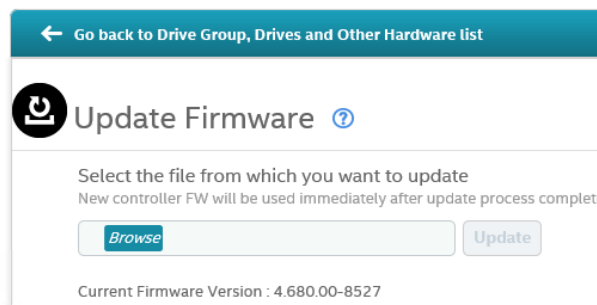
2. Run the Broadcom LSA utility. Typically, the icon is on the desktop



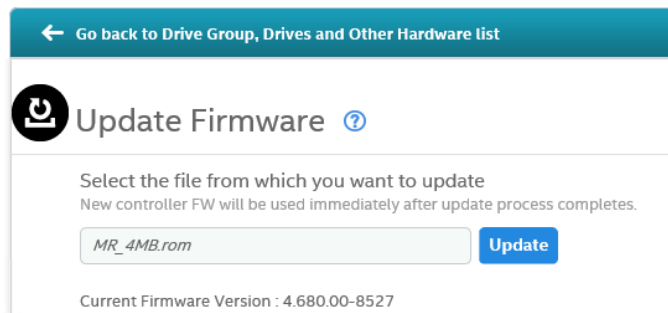
3. Log into LSA using the same local administrative account used to log into the system



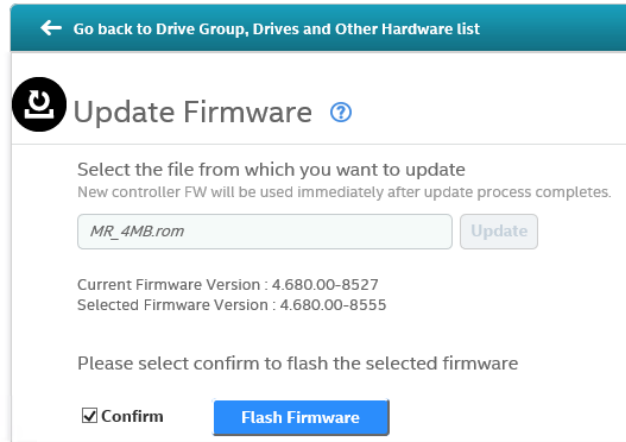
4. Click on the “Update Firmware” link in the action item to start the firmware upgrade wizard.



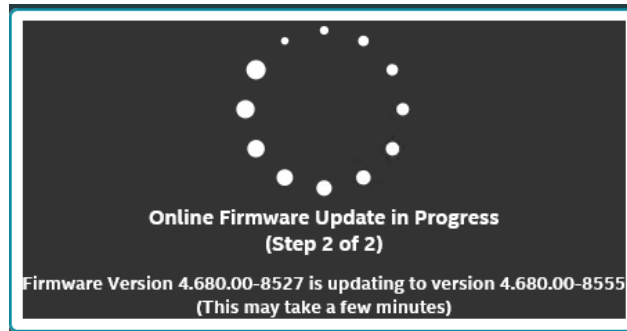
5. Click the “Browse” button and locate the 4.680.00-8555 firmware file that was downloaded from Broadcom’s website or provided by Arxys



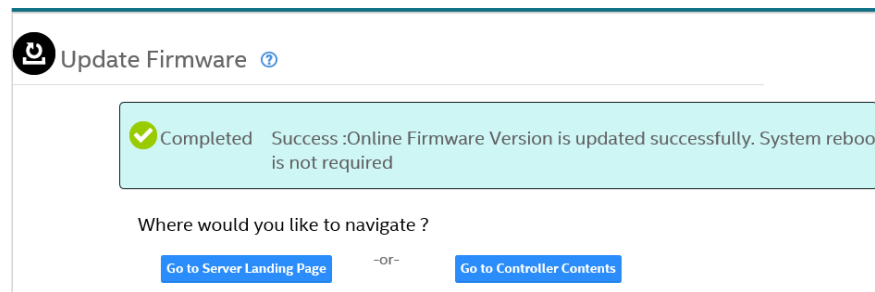
6. Once uploaded, click the “Update” button to begin the firmware update.



7. Review the summary. If the correct firmware file was selected, place a check mark to confirm and click the “Flash Firmware” button to begin the process.



8. The status of the update will be displayed on screen. Allow the system to upgrade the firmware without interruption.



9. After a few minutes LSA will confirm the firmware has been successfully updated and will refresh. At this time no further action is required, close LSA.