Adaptec Customer Support

If you have questions about installing or using your Adaptec product, check this document first—you will find answers to most of your questions. If you need further assistance, use the support options listed below. To expedite your service, have your computer in front of you.

Technical Support Identification (TSID) Number

- Before contacting Technical Support, you need your product unique TSID number. The TSID number identifies your product and support status.
- The TSID number is included on a white, bar-coded label, like this example:

![TSID Label Example]

- Affix a copy of the TSID label to the CD jacket so that you don't lose it. In addition, it’s recommended that you register your product so that you have easy access to your TSID when contacting Customer Support.

Note: The phone numbers below are subject to change. Please visit the Support section of www.adaptec.com for the most up to date contact information.

North America

- Search the Adaptec Support Knowledgebase (ASK) at ask.adaptec.com for articles, troubleshooting tips, and frequently asked questions for your product.
- For information about Adaptec’s support options, call +1 408-957-2550, 24 hours per day, 7 days per week. To speak with a Technical Support Specialist, call +1 408-934-7274.
- For support via e-mail, submit your question at ask.adaptec.com.
- You can order Adaptec products, including accessories and cables, by calling +1 408-957-7274. Or, you can order cables online at www.adaptec.com/buy-cables.

Europe

- **German**: Call +49 89 43 66 55 22. For support via e-mail, submit your question at ask-de.adaptec.com.
- **French**: Call +49 89 43 66 55 33. For support via e-mail, submit your question at ask-fr.adaptec.com.
- **English**: Call +49 89 43 66 55 44. For support via e-mail, submit your question at ask.adaptec.com.
- You can order Adaptec cables online at www.adaptec.com/buy-cables.

Japan

- Visit our Web site at www.adaptec.co.jp.
- Call +0066-3313-2601.

Australia

- Call +61-2-9503-1555.
Software License Agreement

PLEASE READ CAREFULLY: THE USE OF THIS SOFTWARE IS SUBJECT TO THE SOFTWARE LICENSE TERMS OF ADAPTEC, INC. AND OTHER LICENSORS WHOSE SOFTWARE MAY BE BUNDLED WITH THIS PRODUCT.

BY YOUR USE OF THE SOFTWARE INCLUDED WITH THIS PRODUCT YOU AGREE TO THE LICENSE TERMS REQUIRED BY THE LICENSOR OF THAT SOFTWARE, AS SET FORTH DURING THE INSTALLATION PROCESS. IF YOU DO NOT AGREE TO THE LICENSE TERMS APPLICABLE TO THE SOFTWARE, YOU MAY RETURN THE ENTIRE UNUSED PRODUCT FOR A FULL REFUND.

In return for acquiring a license to use the Adaptec software (“Software”) and the related documentation, you agree to the following terms and conditions:

1. License. This Agreement grants you, the Licensee, a license to:
   - Use the Software on a single computer system or on multiple workstations, systems and servers which incorporate an Adaptec RAID controller and may be accessed by multiple users from multiple locations. You may make as many installations of the Software as needed, but must restrict such installation only to systems, workstations or servers using an Adaptec RAID controller.
   - Make one copy of the Software in machine readable form solely for back-up purposes provided you reproduce Adaptec’s copyright notice and any proprietary legends.

2. Restrictions. You may not distribute copies of the Software to others. You may not post or otherwise make available the Software, or any portion thereof, in any form, on the Internet. You may not use the Software in a computer service business, including in time sharing applications. The Software contains trade secrets and, in order to protect them, you may not decompile, reverse engineer, disassemble, or otherwise reduce the Software to a human-perceivable form. YOU MAY NOT MODIFY, ADAPT, TRANSLATE, RENT, LEASE, LOAN, RESELL FOR PROFIT, DISTRIBUTE, NETWORK OR CREATE DERIVATIVE WORKS BASED UPON THE SOFTWARE OR ANY PART THEREOF.

3. Ownership of Software. As Licensee, you own the media upon which the software is recorded or fixed, but Adaptec and its licensors retain title and ownership of the Software recorded on the original media and all subsequent copies of the Software, regardless of the form or media in which or on which the original and other copies may exist. This license is not a sale of the Software or any copy.

4. Confidentiality. You agree to maintain the Software in confidence and that you will not disclose the Software to any third party without the express written consent of Adaptec. You further agree to take all reasonable precautions to preclude access of unauthorized persons to the Software.

5. Term. This license is effective until January 1, 2045, unless terminated earlier. You may terminate the license at any time by destroying the Software (including the related documentation) together with all copies or modifications in any form. Adaptec will have the right to terminate our license immediately if you fail to comply with any term or condition of this Agreement. Upon any termination, including termination by you, you must destroy the Software (including the related documentation), together with all copies or modifications in any form.

6. Special Terms Applicable to Databases. Where a database is included with the Software, you acknowledge that it is licensed only in connection with the use of the Software to perform disc creation, and that the database and all data derived therefrom must be maintained in confidence in accordance with the provisions of Section 4. This license does not grant you any rights to distribute or disclose such database or data.

7. Limited Warranty. Adaptec and its Licensor warrant only that the media upon which the Software is furnished will be free from defects in material or workmanship under normal use and service for a period of thirty (30) days from the date of delivery to you. ADAPTEC AND ITS LICENSORS DO NOT AND CANNOT WARRANT THE PERFORMANCE OR RESULTS YOU MAY OBTAIN BY USING THE SOFTWARE OR DOCUMENTATION. THE FOREGOING STATES THE SOLE AND EXCLUSIVE REMEDIES ADAPTEC AND ITS LICENSORS WILL PROVIDE FOR BREACH OF WARRANTY. EXCEPT FOR THE FOREGOING LIMITED WARRANTY, ADAPTEC AND ITS LICENSORS MAKE NO WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED, AS TO NON-INFRINGEMENT OF THIRD PARTY RIGHTS, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow the exclusion of implied warranties or limitations on how long an implied warranty may last, so the above limitations may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

8. The replacement liability of Adaptec and its licensors, and your exclusive remedy for a breach of this warranty, shall be:
   - The replacement of any media not meeting the above limited warranty which is returned to Adaptec; or:
   - If Adaptec or its distributor is unable to deliver replacement media which is free from defects in materials or workmanship, you may terminate this Agreement by returning the Software and your money will be refunded.

9. Limitation of Liability. IN NO EVENT WILL ADAPTEC OR ITS LICENSORS BE LIABLE TO YOU FOR ANY INCIDENTAL, CONSEQUENTIAL OR INDIRECT DAMAGES, INCLUDING ANY LOST PROFITS, LOST SAVINGS, OR LOSS OF DATA, EVEN IF ADAPTEC OR A LICENSOR HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, OR FOR ANY CLAIM BY ANY OTHER PARTY. Some states do not allow the exclusion or limitation of special, incidental, or consequential damages, so the above limitation or exclusion may not apply to you.
10. Export. You acknowledge that the laws and regulations of the United States and other countries may restrict the export and re-export of the Software. You agree that you will not export or re-export the Software or documentation in any form in violation of applicable United States and foreign law.

11. Government Restricted Rights. The Software is subject to restricted rights as follows. If the Software is acquired under the terms of a GSA contract: use, reproduction or disclosure is subject to the restrictions set forth in the applicable ADP Schedule contract. If the Software is acquired under the terms of a DoD or civilian agency contract, use, duplication or disclosure by the Government is subject to the restrictions of this Agreement in accordance with i C.F.R. 12.212 of the Federal Acquisition Regulations and its successors and 49 C.F.R. 227.7202-1 of the DoD FAR Supplement and its successors.

12. General. You acknowledge that you have read this Agreement, understand it, and that by using the Software you agree to be bound by its terms and conditions. You further agree that it is the complete and exclusive statement of the agreement between Adaptec and you, and supersedes any proposal or prior agreement, oral or written, and any other communication between Adaptec and you relating to the subject matter of this Agreement. No additional or any different terms will be enforceable against Adaptec unless Adaptec gives its express consent, including an express waiver of the terms of this Agreement, in writing signed by an officer of Adaptec. You assume full responsibility for the use of the Software and agree to use the Software legally and responsibly. This Agreement shall be governed by California law, except as to copyright matters, which are covered by Federal law. This Agreement is deemed entered into at Milpitas, California by both parties. Should any provision of this Agreement be declared unenforceable in any jurisdiction, then such provision shall be deemed severable from this Agreement and shall not affect the remainder hereof. All rights in the Software not specifically granted in this Agreement are reserved by Adaptec.

Should you have any questions concerning this Agreement, you may contact Adaptec by writing to:
Adaptec, Inc.
Legal Department
691 South Milpitas Boulevard
Milpitas, California 95035.
About This Guide

How This Guide is Organized ................................................................. 11
What You Need to Know Before You Begin ........................................... 11
Terminology Used in this Guide .............................................................. 11

Part I: Getting Started

1 Introduction to Adaptec Storage Manager

Getting Started Checklist ................................................................. 14
About Adaptec Storage Manager ...................................................... 14
About the Adaptec Storage Manager Agent ........................................ 14
Growing Your Storage Space with Adaptec Storage Manager .......... 15
System Requirements ........................................................................ 17
Controller Support ............................................................................ 17

2 Installing Adaptec Storage Manager

Installing on Windows ......................................................................... 19
Installing on Linux ............................................................................ 20
Installing on UnixWare or OpenServer .............................................. 21
Installing on Solaris .......................................................................... 21
Installing on FreeBSD ........................................................................ 22
Installing on VMWare ........................................................................ 22
Using Adaptec Storage Manager with a Firewall ................................. 23
Running Adaptec Storage Manager from the DVD ......................... 23

3 Building Your Storage Space

Overview ............................................................................................ 26
Choosing a Management System ...................................................... 26
## Contents

Starting and Logging In on the Local System .......................................................... 27  
Starting Adaptec Storage Manager on Remote Systems ........................................... 31  
Logging into Remote Systems from the Local System ........................................ 32  
Creating Logical Drives ..................................................................................... 34  
Managing Your Storage Space ............................................................................ 41

### Part II: Monitoring and Modifying Your Storage Space

#### 4 Exploring Adaptec Storage Manager

Working in Adaptec Storage Manager .................................................................... 44  
Overview of the Main Window .............................................................................. 44  
Revealing More Device Information ..................................................................... 49  
Checking System Status from the Main Window ............................................... 50  
Getting Help .......................................................................................................... 50  
Logging Out of Adaptec Storage Manager ............................................................... 51  
Uninstalling Adaptec Storage Manager .................................................................. 51

#### 5 Protecting Your Data

Creating and Managing Hot Spares ..................................................................... 54  
Enabling Copyback ............................................................................................... 57

#### 6 Modifying Your Direct Attached Storage

Understanding Logical Drives .............................................................................. 59  
Creating and Modifying Logical Drives ............................................................... 60  
Fine-tuning Logical Drives .................................................................................. 63  
Optimizing Logical Drive Performance ............................................................... 66  
Verifying Logical Drives ...................................................................................... 67  
Increasing the Capacity of a Logical Drive ......................................................... 69  
Changing the RAID Level of a Logical Drive ....................................................... 70  
Deleting a Logical Drive ....................................................................................... 71  
Creating a RAID Volume ...................................................................................... 71  
Creating a JBOD Disk ......................................................................................... 73  
Maintaining an Energy-Efficient Storage Space .................................................. 75  
Configuring the MaxIQ Cache ............................................................................ 78

#### 7 Scheduling Recurring or Resource-Intensive Jobs

Scheduling a Task ................................................................................................. 81  
Opening the Task Manager .................................................................................. 82  
Monitoring Tasks ................................................................................................. 83  
Modifying a Task .................................................................................................. 84  
Deleting a Task ..................................................................................................... 84  
Disabling the Task Manager ............................................................................... 84
8 Maintaining Physical Devices
Viewing Component Properties ................................................................. 87
Blinking a Component .............................................................................. 87
Working with Failed or Failing Disk Drives .............................................. 88
Initializing and Erasing Disk Drives ......................................................... 88
Working with Solid State Drives ............................................................... 90
Working with Controllers ...................................................................... 91
Testing and Silencing System and Enclosure Alarms .............................. 94
Updating the Controller BIOS and Firmware ......................................... 97
Updating the Disk Drive Firmware .......................................................... 98

9 Monitoring Status and Activity
Monitoring Options .................................................................................. 103
Checking Status from the Main Window ................................................. 103
Notifying Users by Event Log Message About Status and Activity ... 106
Notifying Users by Email About Status and Activity ............................ 111
Notifying Users by SNMP Trap About Status and Activity ................ 116
Notifying All Users About Status and Activity .................................... 117
Changing an Operating System’s Event Log Setting ............................ 118
Logging Statistics for Remote Analysis .................................................... 119

10 Updating and Customizing Adaptec Storage Manager
Updating Adaptec Storage Manager ......................................................... 125
Adding Enhanced Features .................................................................... 125
Setting Preferences and Changing Views .............................................. 125
Managing Remote Systems .................................................................... 127
Working with Display Groups ................................................................ 131

11 Solving Problems
General Troubleshooting Tips ................................................................. 136
Identifying a Failed or Failing Component ............................................ 136
Stopping the Creation of a New Logical Drive ...................................... 137
Recovering from a Disk Drive Failure .................................................... 137
Rebuilding Logical Drives ..................................................................... 140
Solving Notification Problems ............................................................... 141
Creating a Support Archive File .............................................................. 141
Understanding Error and Warning Messages ....................................... 142
Part III: Appendices

A  Completing a Silent Windows Installation
Completing a Silent Installation............................................................................. 150
Available Properties and Values ........................................................................... 151
Example Command Line Installations ................................................................... 151

B  Selecting the Best RAID Level
Comparing RAID Levels......................................................................................... 153
Understanding Drive Segments ............................................................................. 153
Non-redundant Logical Drives (RAID 0)............................................................... 154
RAID 1 Logical Drives ......................................................................................... 155
RAID 1 Enhanced Logical Drives ........................................................................ 155
RAID 10 Logical Drives ....................................................................................... 156
RAID 5 Logical Drives ........................................................................................ 157
RAID 5EE Logical Drives ..................................................................................... 158
RAID 50 Logical Drives ....................................................................................... 159
RAID 6 Logical Drives ........................................................................................ 160
RAID 60 Logical Drives ....................................................................................... 160

C  Quick Answers to Common Questions...
How do I...? .......................................................................................................... 162
What’s the difference between...? ......................................................................... 164
What options are on the Actions menu? .............................................................. 164
What tasks can be scheduled to run at a specified time? .................................... 167

D  Buttons and Icons At-a-Glance
Enterprise View Icons ........................................................................................ 169
Icons in the Physical Devices View ...................................................................... 169
Icons in the Logical Devices View ....................................................................... 170
Buttons in the Main Window ............................................................................... 171
Buttons in the Notification Manager ................................................................. 171
Buttons in the Email Notification Manager ....................................................... 172
Buttons in the Task Manager ............................................................................. 172

Glossary

Index
About This Guide

Adaptec® Storage Manager™ is a software application that helps you build a storage space using Adaptec RAID controllers, disk drives, and enclosures, and then manage your stored data, whether you have a single RAID controller installed in a server or a complex Storage Area Network (SAN) with multiple RAID controllers, servers, and enclosures.

This User’s Guide describes how to install and use Adaptec Storage Manager to build and manage Adaptec direct attached storage—a RAID controller and disk drives which reside inside, or are directly attached to, the computer accessing them, similar to the basic configurations shown in these figures:
How This Guide is Organized

This User’s Guide is divided into three sections:

- **Part I: Getting Started**—Follow the instructions in this section to install Adaptec Storage Manager and build your storage space. (For a definition of ‘storage space’ and other terms used in this User’s Guide, see page 11.)

- **Part II: Using Adaptec Storage Manager**—Once your storage space is built, refer to this section for help protecting, modifying, monitoring, and troubleshooting your storage space and its components.

- **Part III: Quick Reference**—Refer to this section for quick answers to common questions about Adaptec Storage Manager. A comparison of RAID levels is also included.

What You Need to Know Before You Begin

This User’s Guide is written for advanced computer users who want to create a storage space for their data. Advanced knowledge of storage networks is not required, but you should be familiar with computer hardware, data storage, and DAS and Redundant Array of Independent Disks (RAID) technology.

If you are using Adaptec Storage Manager as part of a complex storage system, such as a SAN, you should be familiar with network administration terminology and tasks, have knowledge of Local Area Network (LAN) and SAN technology, and be familiar with the input/output (I/O) technology—such as Serial ATA (SATA) or Serial Attached SCSI (SAS)—that you are using on your network.

**Note:** Because this User’s Guide covers multiple Adaptec RAID products, some of the features and functions described may not be available for your controller or enclosure.

Terminology Used in this Guide

Because this User’s Guide provides information that can be used to manage multiple Adaptec RAID products in a variety of configurations from DAS to SAN, the generic term “storage space” is used to refer to the controller(s) and disk drives being managed with Adaptec Storage Manager.

For efficiency, the term “components” or “component” is used when referring generically to the physical and virtual parts of your storage space, such as systems, disk drives, controllers, and logical drives.

Many of the terms and concepts referred to in this User’s Guide are known to computer users by multiple names. In this User’s Guide, this terminology is used:

- Controller (also known as adapter, HBA, board, or card)
- Disk drive (also known as hard disk, hard drive, or hard disk drive)
- Logical drive (also known as logical device)
- System (also known as a server, workstation, or computer)
- Enclosure (also known as a JBOD, storage enclosure, or disk enclosure)

**Note:** For more terminology information, see the Glossary on page 173.
Part I:
Getting Started

In this part:

Introduction to Adaptec Storage Manager ................. 13
Installing Adaptec Storage Manager ......................... 18
Building Your Storage Space ................................. 25
Introduction to Adaptec Storage Manager

In this chapter...

- Getting Started Checklist ................................................................. 14
- About Adaptec Storage Manager ...................................................... 14
- About the Adaptec Storage Manager Agent ..................................... 14
- Growing Your Storage Space with Adaptec Storage Manager .......... 15
- System Requirements .................................................................... 17
- Controller Support .......................................................................... 17

This chapter describes Adaptec Storage Manager and the Adaptec Storage Manager Agent, explains the concept of a “storage space” and provides a checklist of getting-started tasks.
Chapter 1: Introduction to Adaptec Storage Manager

Getting Started Checklist

Part I of this User’s Guide includes three special Getting Started chapters to help you install, start, and begin to use Adaptec Storage Manager.

✔ Step 1: Familiarize yourself with Adaptec Storage Manager and the Adaptec Storage Manager Agent (see the remainder of this chapter).

✔ Step 2: Install Adaptec Storage Manager on every system that will be part of your storage spaces (see page 18).

✔ Step 3: Build your storage space (see page 25).

About Adaptec Storage Manager

Adaptec Storage Manager is a software application that helps you build a storage space for your online data, using Adaptec RAID controllers, disk drives, and enclosures.

With Adaptec Storage Manager, you can group disk drives into logical drives and build in redundancy to protect your data and improve system performance. You can also use Adaptec Storage Manager to monitor and maintain all the controllers, enclosures, and disk drives in your storage space from a single location.

About the Adaptec Storage Manager Agent

When Adaptec Storage Manager is installed on a system, the Adaptec Storage Manager Agent is also installed automatically. The Agent is like a service that keeps your storage space running. It’s designed to run in the background, without user intervention, and its job is to monitor and manage system health, event notifications, tasks schedules, and other on-going processes on that system. It sends notices when tasks are completed successfully, and sounds an alarm when errors or failures occur on that system.

The Agent uses less memory than the full application. If your storage space includes systems that won’t be connected to monitors (and therefore won’t require the user interface described in this User’s Guide), you can choose to run the Agent only on those systems instead of the full application (see page 14). You may want to do this if system resources are limited, or if you want more system resources available for other tasks.

Note: Linux or Unix users only—If your storage space includes systems without X-Windows installed or running, you can run the Agent, even though you can’t run the full Adaptec Storage Manager application.

You can manage and monitor systems running the Agent only by logging into them as remote systems (see page 31).

You can also customize the Agent settings to suit your storage space requirements.
Growing Your Storage Space with Adaptec Storage Manager

As your requirements change, Adaptec Storage Manager grows with your storage space as you add more controllers, more disk drives, more logical drives, and more data protection.

A Simple Storage Space

This example shows a simple storage space that might be appropriate in a home office or for a small business. This storage space includes one RAID controller and three disk drives installed in a server. For data protection, the disk drives have been used to build a RAID 5 logical drive.

An Advanced Storage Space

This example shows how you can grow your storage space to meet the expanding requirements of your business. On the first server, segments of space from each disk drive have been used to build two RAID 5 logical drives. A second server connected to two 12-disk-drive enclosures has been added. The additional storage space has been used to create two RAID 50 logical drives. The Administrator of this storage space can create and modify logical drives and monitor both controllers, disk drives, and enclosures from a single system, called the local system (see page 26).
Continuing to Grow Your Storage Space

As your needs change, Adaptec Storage Manager will help you grow your storage space to include multiple controllers, storage enclosures, and disk drives in multiple locations.

In this example, multiple systems, servers, disk drives, and enclosures have been added to the storage space. The Administrator can create and modify logical drives and monitor all the controllers, enclosures, and disk drives in the storage space from the local system (see page 26).
System Requirements

To install Adaptec Storage Manager and create a direct attached storage space, each system in your storage space must meet these requirements:

- PC-compatible computer with Intel Pentium 1.2 GHz processor, or equivalent
- At least 256 MB of RAM
- 80 MB of free disk drive space
- 256-color video mode
- DVD-ROM drive
- One of these operating systems:
  - Microsoft® Windows® Server 2008 (with SP2), Windows Server 2008 R2, Windows Server 2003 (Enterprise and Standard with SP1 or SP2, 32-bit and 64-bit), Windows Server 2003 R2 (32-bit and 64-bit), Windows 7, Windows Vista™ (with SP1 or SP2), Windows XP (with SP1, SP2, or SP3, 32-bit and 64-bit)
  - Red Hat® Enterprise Linux 5.4, Red Hat Enterprise Linux 4.8 (32-bit and 64-bit)
  - SUSE Linux ES 11, SUSE Linux ES 10 SP3 (32-bit and 64-bit)

  Note: For the latest on Adaptec's support of Linux or to download driver sources, visit the Support area of the Adaptec Web site at www.adaptec.com.

- SCO® OpenServer® 6.0 MP4
- UnixWare® 7.1.4
- Sun® Solaris™ 10, Solaris 10 x86 U7, Solaris 10 x64 U4
- VMware ESX Server 3.5 with U1, U2, or U3, VMware ESX Server 4.0 (storage management must be done by command-line, BIOS utility, or remote GUI connection)
- FreeBSD 8.0, 7.2, 6.4

  Note: Adaptec Storage Manager can also be used before an operating system is installed. See Running Adaptec Storage Manager from the DVD on page 23 for more information.

Controller Support

The maximum number of controllers supported by Adaptec Storage Manager for each supported operating system is:

- Windows—Up to 16 Adaptec controllers
- Linux—Up to 16 Adaptec controllers
- UnixWare—Up to 16 Adaptec controllers
- OpenServer—Up to 16 Adaptec controllers
- Solaris—Up to 16 Adaptec controllers
- FreeBSD—Up to 16 Adaptec controllers
- VMWare—Up to 16 Adaptec controllers

  Note: For the most recent operating system support information, visit www.adaptec.com.
Installing Adaptec Storage Manager

In this chapter...

Installing on Windows ........................................................................................................... 19
Installing on Linux ................................................................................................................ 20
Installing on UnixWare or OpenServer ............................................................................. 21
Installing on Solaris ............................................................................................................. 21
Installing on FreeBSD ......................................................................................................... 22
Installing on VMWare .......................................................................................................... 22
Using Adaptec Storage Manager with a Firewall .............................................................. 23
Running Adaptec Storage Manager from the DVD ............................................................ 23

Adaptec Storage Manager must be installed on every system that will be part of your storage space. This chapter describes how to install Adaptec Storage Manager on different operating systems, and explains how to use Adaptec Storage Manager with a firewall.

Note: To use Adaptec Storage Manager to configure a RAID controller before you install your operating system, see Running Adaptec Storage Manager from the DVD on page 23.
Installing on Windows

This section describes how to install Adaptec Storage Manager on systems running Windows. See System Requirements on page 17 for a list of supported operating systems.

**Note:** You need administrator or root privileges to install Adaptec Storage Manager. For details on verifying privileges, refer to your operating system documentation.

If a previous version of Adaptec Storage Manager is installed on your system, you must remove it before beginning this installation. To uninstall Adaptec Storage Manager, use the Add/Remove Programs option in your Windows Control Panel.

**Note:** Advanced users only—To perform a silent installation, follow the instructions in Appendix A.

To install Adaptec Storage Manager:

1. Insert the Adaptec RAID Controller Installation DVD.
   The Installation DVD Main Menu opens.

2. Select Install Adaptec Storage Manager.
   The Installation wizard opens. (If it doesn’t open, select Browse the CD, then click Autorun.)

3. Click Next to begin the installation, click I accept..., then click Next.

4. Select GUI and Agent. Then click Next.

   ![Installation Wizard](image)

   **Please select the features you want to install.**

   - **GUI and Agent:** Installs the management GUI and agent.
   - **CLI Tools:** Installs the command line tools for creation and management of RAID arrays.
   - **NDS Provider:** Installs the support for the Microsoft Virtual Disk Service (VDS) provider for PCI-based RAID cards. Requires Windows Server 2003 R2 or Windows Vista.
   - **Custom Setup:** Launched a Custom Setup.

5. Repeat these steps to install Adaptec Storage Manager on every Windows system that will be part of your storage space.
Installing on Linux

This section describes how to install Adaptec Storage Manager on systems running Linux. See System Requirements on page 17 for a list of supported operating systems.

Adaptec Storage Manager includes the Java Runtime Environment (JRE).

**Note:** If a previous version of Adaptec Storage Manager is installed on your system, you must remove it before beginning this installation. Any customization files you created with the previous version are saved and used in the upgrade. To remove Adaptec Storage Manager, type the `rpm --erase StorMan` command.

To install Adaptec Storage Manager:

1. Insert the Adaptec RAID Controller Installation DVD.
2. Mount the Adaptec RAID Controller Installation DVD:
   - For Red Hat: `mount /dev/cdrom /mnt/cdrom`
   - For SUSE: `mount /dev/cdrom /media/cdrom`
3. Change to the manager directory:
   - For Red Hat: `cd /mnt/cdrom/ASMCD/linux/manager`
   - For SUSE: `cd /media/cdrom/ASMCD/linux/manager`
4. Extract the RPM package and install it:
   - `rpm --install ./StorMan*.rpm`
5. Unmount the RAID Controller Installation DVD:
   - For Red Hat: `umount /mnt/cdrom`
   - For SUSE: `umount /media/cdrom`
6. Repeat these Steps to install Adaptec Storage Manager on every Linux system that will be part of your storage space.
Chapter 2: Installing Adaptec Storage Manager

Installing on UnixWare or OpenServer

**Note:** If a previous version of Adaptec Storage Manager is installed on your system, you must remove it before beginning this installation. Any customization files you created with the previous version are saved and used in the upgrade. To remove Adaptec Storage Manager, type the `pkgrm RaidMan` command.

To install Adaptec Storage Manager:

1. Insert the Adaptec RAID Controller Installation DVD.
2. Mount the Adaptec RAID Controller Installation DVD:
   
   ```bash
   mount -r -F cdfs /dev/cdrom/cdromdevicefile /mnt
   ```
   
   where `cdromdevicefile` is the device file name (for example, `c0b0t010` for a DVD-ROM block device). To find the device file name, look in the `/dev/cdrom` directory.
3. Install Adaptec Storage Manager:
   
   For UnixWare  `pkgadd -d /mnt/ASMCD/unixware/manager/RaidMan.ds`
   
   For OpenServer `pkgadd -d /mnt/ASMCD/openserv6/manager/RaidMan.ds`
4. Follow the on-screen instructions to complete the installation.
5. Unmount the Adaptec RAID Controller Installation DVD:
   
   ```bash
   umount /mnt
   ```

Installing on Solaris

**Note:** If a previous version of Adaptec Storage Manager is installed on your system, you must remove it before beginning this installation. Any customization files you created with the previous version are saved and used in the upgrade. To remove Adaptec Storage Manager, type the `pkgrm RaidMan` command.

To install Adaptec Storage Manager:

1. Insert the Adaptec RAID Controller Installation DVD.
   
   The DVD mounts automatically. (If it doesn’t, manually mount the DVD using a command similar to the one shown below. Refer to your operating system documentation for detailed instructions.)
   
   ```bash
   mount -F hsfs -o ro/dev/dsk/c1t0d0s2/mnt
   ```
2. Install Adaptec Storage Manager:
   
   ```bash
   pkgadd -d/<mount point>/ASMCD/solaris_x86/manager/StorMan.pkg
   ```
3. Follow the on-screen instructions to complete the installation.
4. Eject or unmount the Adaptec RAID Controller Installation DVD. Refer to your operating system documentation for detailed instructions.
Chapter 2: Installing Adaptec Storage Manager

Installing on FreeBSD

To install Adaptec Storage Manager:

1. Insert the Adaptec RAID Controller Installation DVD.

2. Mount the Adaptec RAID Controller Installation DVD:
   
   ```
   mount -F cd9660 -o ro /dev/acd0 /<mount point>
   
   where mount point is the mount point of the DVD-ROM.
   ```

3. Install Adaptec Storage Manager:
   
   For FreeBSD for x86 (32-bit):
   
   ```
   pkg_add /<mount point>/ASMCD/freebsd7/manager/StorMan-x86.pkg.tbz
   ```

   For FreeBSD for amd64 (64-bit):
   
   ```
   pkg_add /<mount point>/ASMCD/freebsd7_x86_64/manager/StorMan-amd64.pkg.tbz
   ```

   where mount point is the DVD-ROM mount point.

   **Note:** The installation DVD also includes packages for FreeBSD 6 and FreeBSD 8.

4. Follow the on-screen instructions to complete the installation.

5. Unmount the Adaptec RAID Controller Installation DVD:
   
   ```
   umount /<mount point>
   ```

Installing on VMWare

To install Adaptec Storage Manager:

1. Mount the Adaptec RAID Controller Installation DVD:

   ```
   mount -r /dev/cdrom /mnt/cdrom
   ```

2. Change to the manager directory:

   ESX Server 3.5:  
   ```
   cd /mnt/cdrom/ASMCD/linux/manager
   ```

   ESX Server 4.0:  
   ```
   cd /mnt/cdrom/ASMCD/linux_64/manager
   ```

3. Extract the Linux Adaptec Storage Manager RPM package and install it:

   ```
   rpm --install --nodeps ./StorMan*.rpm
   ```

   **Note:** Ignore the note that says "Application can be started by typing /usr/StorMan/StorMan.sh". The console has no graphical capability.

4. Use the command line utility (ARCCONF) included with your RAID controller to configure and manage your disk drives. For more information, refer to the Command Line Interface User's Guide on the RAID Controller Installation DVD.

5. To use Adaptec Storage Manager to connect remotely from another system, you must open a range of ports in the built-in firewall using this command:

   ```
   esxcfg-firewall -o 34571:34581,tcp,in,"StorMan*
   ```

   For more information, see Logging into Remote Systems from the Local System on page 32.
Using Adaptec Storage Manager with a Firewall

If your system or network includes a firewall, you must unblock these ports:

- 8003 (TCP)
- 34580 (TCP)
- 34570 to 34579 (TCP)
- 34570 (UDP)
- 34577 to 34580 (UDP)

If you have installed the GUI and Agent on a system running Windows XP, you must also unblock the javaw process in the Windows firewall. Refer to your operating system documentation for instructions.

Running Adaptec Storage Manager from the DVD

This section describes how to run Adaptec Storage Manager from the RAID Controller Installation DVD included in the kit, instead of as an installed application. When you run Adaptec Storage Manager from the DVD, you are using "bootable-CD mode."

When to Choose Bootable-CD Mode

Use Adaptec Storage Manager in bootable-CD mode if you want to install your operating system on a disk drive or logical drive associated with your controller. Bootable-CD mode lets you configure the controller before you install your operating system.

After you have configured the controller and installed the operating system, install and run Adaptec Storage Manager as an installed software application, as described earlier in this chapter.

Bootable-CD Mode Limitations

Running Adaptec Storage Manager in bootable-CD mode is not an alternative to running it as an installed software application. Most of the features and functions described in this User’s Guide are not available when you are running Adaptec Storage Manager from the DVD. Bootable-CD mode is only for configuring your controller before you install an operating system.

Getting Started in Bootable-CD Mode

This is a checklist of tasks to complete when you’re building your storage space with Adaptec Storage Manager in bootable-CD mode.

- Install your Adaptec RAID controller.
- Run Adaptec Storage Manager (see the following section).
- Create logical drives (see page 34).

For an introduction to the Adaptec Storage Manager window and its features, see page 43.

- Install your operating system (and controller device drivers, if appropriate).
✔ Install Adaptec Storage Manager as a software application, as described earlier in this chapter.

✔ Continue to build, customize, and manage your storage space as described in the rest of this User’s Guide.

**Running Adaptec Storage Manager from the DVD**

*Note:* Before you begin, ensure that your system is set up to boot from a DVD or CD drive. Check the system BIOS to see if the CD drive is listed first in the boot order. For more information, refer to your system’s documentation.

To run Adaptec Storage Manager in bootable-CD mode:

1. Insert the RAID Controller Installation DVD into your DVD drive, then restart your system.
2. When prompted, select the language you want, then press *Enter*.
3. Review the license information, then press *Enter*.
   The main DVD menu opens.
4. Click *Launch Configuration Utility*.
   Adaptec Storage Manager opens.
5. In the tool bar, click *Create*.
   The Configuration wizard opens.
6. Continue with *Creating Logical Drives on page 34.*
Follow the instructions in this chapter to start Adaptec Storage Manager, log in to each system in your storage space, and create logical drives. (For more information, see *Understanding Logical Drives* on page 59.)

**Note:** Before beginning the tasks in this chapter, ensure that Adaptec Storage Manager is installed on every system that will be part of your storage space.
Overview

To build your storage space, complete these steps as described in the rest of this chapter:

1. Choose at least one management system (see the next section).
2. Start and log in to Adaptec Storage Manager on the management system (see page 27).
3. Start Adaptec Storage Manager or the Agent on all other systems (see page 31).
4. Log in to all other systems from the management system (see page 32).
5. Create logical drives for all systems in your storage space (see page 34).

Choosing a Management System

You must designate at least one system as a ‘management system’, a system from which you will manage the direct attached storage on all systems in your storage space.

The management system can be any system on your LAN that has a monitor and can run the full Adaptec Storage Manager application.

‘Local’ or ‘Remote’?

Whenever you’re working in Adaptec Storage Manager, the system that you’re working on is the local system. All other systems in your storage space are remote systems. ‘Local’ and ‘remote’ are relative terms, as shown in the following figure—when you are working on system A (local system), system B is a remote system; when you are working on system B (local system), system A is a remote system.

For the purposes of this chapter, the ‘local system’ is the management system.
Starting and Logging In on the Local System

This section describes how to start and log in to the full Adaptec Storage Manager application. It also explains how Adaptec Storage Manager uses existing operating system permission levels to grant different amounts of access to your storage space.

Understanding Permission Levels

When you log in to Adaptec Storage Manager, your permission level is identical to your operating system permission level. For example, if you have Administrator permissions on your operating system, you also have Administrator permissions in Adaptec Storage Manager.

This section describes the three different permission levels.

Administrator Level

Logging in as an Administrator allows you full access to manage and modify the controllers, disk drives, and logical drives that are part of your storage space.

To log in as an Administrator:

- **Windows**—Enter a valid user name and password for the Administrator or Administrative User on the system. (The Administrative User is any member of the local Administrators group, which can, in a Domain configuration, include Domain Administrators.)
- **Linux**—Enter root for the user name and enter the root password.
- **UnixWare or OpenServer**—Enter root for the user name and enter the root password.
- **Solaris**—Enter root for the user name and enter the root password.

User Level

Logging in as a User partially restricts your access to the storage space, as described in this table.

<table>
<thead>
<tr>
<th>Users can...</th>
<th>User’s can’t...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rescan controllers</td>
<td>Create logical drives</td>
</tr>
<tr>
<td>Save activity logs</td>
<td>Modify logical drives</td>
</tr>
<tr>
<td>Verify disk drives (with and without fix)</td>
<td>Delete logical drives</td>
</tr>
<tr>
<td>Verify logical drives (with and without fix)</td>
<td>Delete hot spares</td>
</tr>
<tr>
<td>Identify disk drives and enclosures</td>
<td>Perform data migrations</td>
</tr>
<tr>
<td>Rebuild disk drives</td>
<td></td>
</tr>
<tr>
<td>Create hot spares</td>
<td></td>
</tr>
<tr>
<td>Access the same information as Guests (see the following section)</td>
<td></td>
</tr>
</tbody>
</table>

To log in as a User, use your normal network user name and password.

Guest Level

Logging in as a Guest restricts your access to the storage space to “view-only”.

You can see all local and remote systems and view their properties windows, view event logs, save configuration files and support archives, and browse the online Help.

You cannot make any changes to the storage space.

To log in as Guest, click Cancel on the Login window.
Starting and Logging In

Note: You need root privileges to run Adaptec Storage Manager.

To start Adaptec Storage Manager and log in on the local system, follow the instructions for your operating system:

- For Windows, see the following section.
- For Linux, see page 29.
- For UnixWare or OpenServer, see page 29.
- For Solaris, see page 29.
- For FreeBSD, see page 29.

Windows

1. From the Start menu, select Programs > Adaptec Storage Manager > Adaptec Storage Manager.

   The main window opens.

2. In the Enterprise View, expand Direct Attached Storage, then select the local system.

   ![Enterprise View](image)

   The Log In window opens.

   ![Log In](image)

3. Enter your LAN user name and password, then click Connect. (See Understanding Permission Levels on page 27 for more information.)

4. If Adaptec Storage Manager detects a new controller on the local system, the New Hardware Detected window opens. Click Register Now, then follow the on-screen instructions to complete the registration.

Linux

1. Type the following command to change to the Adaptec Storage Manager installation directory:
   
   ```bash
cd /usr/StorMan
   ```

2. Type the following command and press Enter:
   
   ```bash
sh StorMan.sh
   ```

3. When the Log In dialog box appears (see page 28), enter your LAN user name and password, then click Connect. (See Understanding Permission Levels on page 27 for more information.)

4. If Adaptec Storage Manager detects a new controller on the local system, the New Hardware Detected window opens. Click Register Now, then follow the on-screen instructions to complete the registration.


UnixWare or OpenServer

1. Change to the directory where Adaptec Storage Manager is installed:
   
   ```bash
cd /opt/RaidMan
   ```

2. Launch the Adaptec Storage Manager script:
   
   ```bash
sh RaidMan.sh
   ```

3. If prompted, register the controllers on the local system.


Solaris

To start Adaptec Storage Manager:

1. Change to the directory where Adaptec Storage Manager is installed:
   
   ```bash
cd /usr/StorMan
   ```

2. Launch the Adaptec Storage Manager script:
   
   ```bash
sh StorMan.sh
   ```

3. If prompted, register the controllers on the local system.


FreeBSD

1. Change to the directory where Adaptec Storage Manager is installed:
   
   ```bash
cd /opt/StorMan
   ```

2. Launch the Adaptec Storage Manager script:
   
   ```bash
sh StorMan.sh
   ```

3. If prompted, register the controllers on the local system.

Enabling Statistics Logging in Adaptec Storage Manager

When you log in for the first time, Adaptec Storage Manager prompts you to enable statistics logging on your system. Once you enable statistics logging, Adaptec Storage Manager periodically “calls home,” and sends the data to Adaptec or another designated contact for analysis. (See Logging Statistics for Remote Analysis on page 119 for more information.)

Click Yes to enable statistics logging. (If you change your mind, you can turn off statistics logging later.) The Advanced Statistics Manager window opens and you are prompted to enter your proxy server settings.

Enter your proxy server name and port number (if your network uses a proxy server), then click Send Call Home test message. A message appears indicating either that the test message was sent successfully or that the test failed. (Click OK to clear the message.)

Click OK to close the Call Home connection settings window. Then close the Advanced Statistics Manager window.

Continue with Starting Adaptec Storage Manager on Remote Systems on page 31.
Starting Adaptec Storage Manager on Remote Systems

The next step is to start Adaptec Storage Manager on all the remote systems in your storage space. (For more information about 'remote' systems, see page 26.)

You can run the full application on each system. Alternatively, if your storage space includes systems that aren't connected to monitors (and therefore won't require the user interface described in this User's Guide), you can run the Agent only. You may want to do this if system resources are limited, or if you want more system resources available for other tasks. (For more information, see About the Adaptec Storage Manager Agent on page 14.)

To start:

- The full application, see Starting and Logging In on the Local System on page 27.
- The Agent only, see page 31.

Starting the Full Application

To start the full Adaptec Storage Manager application, follow the instructions in Starting and Logging In on the Local System on page 27.

Starting the Agent Only

To start the Adaptec Storage Manager Agent only, follow the instructions for your operating system:

- For Windows, see the following section.
- For Linux or VMWare, see page 31.
- For UnixWare or OpenServer, see page 32.
- For Solaris, see page 32.

Windows

On systems running Windows, the Adaptec Storage Manager Agent starts automatically when the system is powered on.

To verify that the Agent is running:

1. Open the Windows Control Panel.
2. Double-click Administrative Tools, then double-click Services.
3. In the list of services, check that the Adaptec Storage Manager Agent is installed and running. If it’s not, you can choose to restart it.

Linux or VMWare

On systems running Linux or VMWare, the Adaptec Storage Manager Agent starts automatically when the system is powered on.

To verify that the Agent is running:

1. Open a shell window.
2. Enter this command: `ps -ef | grep StorAgnt.sh`
   
   If the Agent is running, it’s listed as sh StorAgnt.sh.
**UnixWare or OpenServer**
To start the Agent, enter this command:

```
sh /opt/RaidMan/RaidAgnt.sh
```

When the Agent has started, a copyright message appears.

**Note:** To have the Agent run automatically at system start-up, add this line to the `/etc/inittab` and `/etc/conf/init.d/kernel` files:

```
```

**Solaris**
To start the Agent, enter this command:

```
svcadm enable ADPTstor_agent
```

---

**Logging into Remote Systems from the Local System**

Once Adaptec Storage Manager or the Adaptec Storage Manager Agent (see page 14) is running on all systems in your storage space, the next step is to log in to the remote systems from the local system.

Once you have logged in to a remote system, it automatically appears in the Enterprise View each time you start Adaptec Storage Manager on the local system. You can work with a remote system’s controllers, disk drives, and logical drives as if they were part of your local system.

**Note:** Adaptec Storage Manager has a wizard to help you manage the remote systems in your storage space. The wizard simplifies the process of connecting to remote systems and adding them to the Enterprise View. For more information, see *Managing Remote Systems* on page 127.

To log in to a remote system:

1. In the Enterprise View, select either Direct Attached Storage or the Local System.
2. From the Actions menu, select Add managed system.

![Add Managed System window](image)

The Add Managed System window opens.
3 Enter the host name or TCP/IP address of the remote system. Or select a system from the drop-down list.

4 Enter the startup port number of the remote system. The default port number is 34571.

5 Click Connect.

Adaptec Storage Manager connects to the remote system and adds it to the list of managed systems in the Enterprise View.

6 If Adaptec Storage Manager detects a new controller on the local system, the New Hardware Detected window opens. Click Register Now, then follow the on-screen instructions to complete the registration.

7 Continue with Creating Logical Drives on page 34.

Removing a Remote System

If you no longer want to monitor a remote system, you can remove it from the Enterprise View of Adaptec Storage Manager.

Removing a remote system does not take it off-line.

Note: Adaptec Storage Manager has a wizard to help you manage the remote systems in your storage space. The wizard simplifies the process of removing remote systems from the Enterprise View. For more information, see Managing Remote Systems on page 127.

To remove a remote system:

1 In the menu bar of the main window, select Remote, select Remove managed system, then click the system you want to remove.

   The Remove Managed System window opens.

2 If you want to continue receiving events from the remote system after it’s been removed from the local system, select Continue to receive events from the remote system from the drop-down menu.

3 Click OK.

   The remote system is removed from the Enterprise View of Adaptec Storage Manager.
Creating Logical Drives

Adaptec Storage Manager has a wizard to help you create (or configure) logical drives, and offers two configuration methods to choose from, depending on your needs:

- **Express configuration** (basic)—Automatically creates logical drives by grouping together same-sized physical drives, and assigns RAID levels based on the number of physical disk drives in the logical drive.

  Use the express method when you want to use all available disk drives in the most efficient manner. For instructions, see page 34.

- **Custom configuration** (advanced)—Helps you group disk drives, set RAID levels, determine logical drive size, and configure advanced settings manually.

  Use the custom method when you want to create specific logical drives with any or all available disk drives. For instructions, see page 37.

**Note:** Adaptec recommends that you **not** combine SAS and SATA disk drives within the same logical drive. Adaptec Storage Manager generates a warning if you try to create a logical drive using a combination of SAS and SATA disk drives.

**Express Configuration: The Easy Way**

When you use express configuration, Adaptec Storage Manager automatically creates logical drives by grouping together same-sized physical disk drives, and assigns RAID levels based on the number of physical disk drives in a logical drive:

- A logical drive with three or more physical disk drives is assigned RAID 5.
- A logical drive with two physical disk drives is assigned RAID 1.
- A logical drive with only a single physical disk drive becomes a simple volume, which does not offer redundancy.

**Note:** To create a logical drive with any other RAID level, you must use the custom method, as described on page 37. See **Selecting the Best RAID Level** on page 152 for more information about RAID levels.

By default, logical drive size is set by Adaptec Storage Manager and automatically maximizes the capacity of the disk drives. However, you can choose to specify a size for a logical drive, if required.

To build your storage space with the express method:

1. In the Enterprise View, select the system you want, then select the controller you want.
2. On the toolbar, click Create.

![Enterprise View](image.png)
3 When the wizard opens, ensure that Express configuration... is selected, then click Next.

4 Review the information that is displayed.

To exclude specific disk drives, specify a size for the logical drives, or to make other changes to the configuration, click Modify logical devices. See Step 7 on page 38 for more information.

Note: Some operating systems have size limitations for logical drives. Before you save the configuration, verify that the size of the logical drive is appropriate for your operating system.
5 Click **Apply**, then click **Yes**.

Adaptec Storage Manager builds the logical drive(s), indicated by a magnifying glass moving across the new logical drive icon in the Logical Devices View. The configuration is saved on the Adaptec controller and on the physical drives.

6 Repeat Steps 1 to 5 for each controller in your storage space, as required.

7 Continue with *Partitioning and Formatting Your Logical Drives* on page 36.

**Partitioning and Formatting Your Logical Drives**

The logical drives you create appear as physical disk drives on your operating system. You *must* partition and format these logical drives before you can use them to store data.

**Note:** Logical drives that have not been partitioned and formatted cannot be used to store data.

Refer to your operating system documentation for more information.

**Including More Systems in Your Storage Space**

**Note:** Adaptec Storage Manager must be installed on every system that will be part of your storage space.

If you have installed Adaptec RAID controllers on more than one system, to continue building your storage space:

- From each individual system, log in to Adaptec Storage Manager and repeat Steps 1 to 7 to continue building your storage space, *or*

- From your *local* system (the system you’re working on), log in to all other systems in your storage space as *remote* systems (see page 26), then repeat Steps 1 to 7 to continue building your storage space.
The maximum number of supported RAID controllers varies depending on your operating system. See *Controller Support* on page 17 for more information.

To continue, see *Managing Your Storage Space* on page 41.

**Custom Configuration (Advanced)**

Custom configuration helps you build your storage space manually by stepping you through the process of creating logical drives, setting RAID levels, and configuring other settings.

To build your storage space with custom configuration:

1. In the Enterprise View, select the system you want, then select the controller you want. Note how many available disk drives are connected to the controller; this information will be helpful as you create logical drives.

2. On the toolbar, click **Create**.

3. When the wizard opens, select **Custom configuration...**, then click **Next**.
4 Select a RAID level.

The most common RAID levels are listed first; advanced RAID levels are available by clicking Advanced settings.

5 Click Next.

6 On the left side of the window, enter a name for the logical drive. Names can include any combination of letters and numbers, but cannot include spaces.

7 On the right side of the window, select the disk drives you want to use in the logical drive. Adaptec Storage Manager prompts you to select the correct number of disk drives.

**Note:** Adaptec recommends that you not combine SAS and SATA disk drives within the same logical drive. Adaptec Storage Manager generates a warning if you try to create a logical drive using a combination of SAS and SATA disk drives.
By default, Adaptec Storage Manager automatically sets the size of the logical drive and maximizes the capacity of the disk drives you select. (To set a custom size for the logical drive, see Step 9.)

8  (Optional) Create a global hot spare by clicking the Create Global Hot Spare button, then clicking on an available disk drive. (Alternatively, Ctrl+click an available disk drive.) Available disk drives are represented by light blue icons.

A plus sign (+) appears to indicate that the selected disk drive will be a hot spare. (To remove a hot-spare designation from a disk drive, Ctrl+click it.)

See Creating and Managing Hot Spares on page 54 for more information.

9  (Optional) To set a smaller logical drive size or modify other settings for this logical drive click Advanced Settings, then customize the settings as required. See Fine-tuning Logical Drives on page 63 for more information.
10 If you have no other available disk drives, skip to Step 12.

If you have available disk drives and want to create additional logical drives, click Add logical device to open a new tab in the wizard.

11 Repeat Steps 4 to 10 for each logical drive that you want to create on the controller.

12 Click Next, then review the logical drive settings.

This example shows two logical drives with RAID 5 are ready to be created.

To make changes, click Back.

**Note:** Some operating systems have size limitations for logical drives. Before continuing, verify that the size of the logical drive is appropriate for your operating system. For more information, refer to your operating system documentation.

13 Click Apply, then click Yes.

Adaptec Storage Manager builds the logical drive(s), indicated by a magnifying glass moving across the new logical drive icon in the Logical Devices View.

A magnifying glass means that a logical drive is being built. It disappears once the logical drive has been created.

The logical drive power timers window opens.
14 Set the power timers for the logical drive. The power timers control power usage by the logical device’s disk drives. See *Maintaining an Energy-Efficient Storage Space* on page 75 for more information.

![Device O power timers](image)

**Note:** Adaptec Storage Manager prompts you to set power timers for each logical drive you created in the wizard. If you did not enable power management for any logical drive, Adaptec Storage Manager does not display the power timers window.

15 Repeat Steps 1 to 14 for each controller in your storage space, as required.

16 Partition and format your logical drives. See page 36 for more information.

17 When you’ve finished building your storage space, continue with *Managing Your Storage Space* on page 41.

**Managing Your Storage Space**

Once your storage space is built, you can add systems, controllers, and disk drives to meet your changing needs, then create logical drives by repeating the steps in this chapter.

The next section of this *User’s Guide, Part II: Monitoring and Modifying Your Storage Space*, introduces the features of Adaptec Storage Manager and describes how to protect, monitor, modify, and maintain your storage space.

To become familiar with the user interface of Adaptec Storage Manager, continue with *Exploring Adaptec Storage Manager* on page 43.
Part II:
Monitoring and Modifying Your Storage Space

In this part:

Exploring Adaptec Storage Manager ............................................ 43
Protecting Your Data .................................................................. 53
Modifying Your Direct Attached Storage ..................................... 58
Scheduling Recurring or Resource-Intensive Jobs ..................... 80
Maintaining Physical Devices ................................................... 86
Monitoring Status and Activity ................................................... 102
Updating and Customizing Adaptec Storage Manager .. 124
Solving Problems ...................................................................... 135
Before you build your storage space, familiarize yourself with the main features of Adaptec Storage Manager and learn to navigate to the information you need.
Working in Adaptec Storage Manager

Adaptec Storage Manager provides multiple ways to work with its menus and windows. Most menu options are available by:

- Selecting items from the menu bar.
- Clicking buttons on the tool bar.
- Right-clicking on components in the main window. (Only tasks and windows associated with a specific component are available on right-click menus.)

For simplicity, the tasks in this User’s Guide are explained mainly using menu bar options.

About the Actions Menu

Most of the main tasks in Adaptec Storage Manager are available from the Actions menu on the menu bar. Options that appear on the Actions menu vary, depending on which type of component is selected in the main window. For instance, managed systems, disk drives, and hot spares each have specialized Actions menus.

For an overview of all Actions menu options, see What options are on the Actions menu? on page 164.

Overview of the Main Window

The main window of Adaptec Storage Manager has three main panels—left, right, and bottom—in addition to the other features shown in this figure.

The left panel always shows the Enterprise View; the bottom panel always shows the event log. Different information, or views, appear in the right panel depending on which component is selected in the Enterprise View. (In this example, a controller is selected in the Enterprise View, and the right panel displays the Physical Devices and Logical Devices Views.)
Resize the panels and scroll horizontally or vertically as required, to view more or less information.

**The Enterprise View**

The Enterprise View is an expandable tree with one main branch, the Direct Attached Storage branch, which displays automatically if you selected Direct Attached Storage when you installed Adaptec Storage Manager.

Under Direct Attached Storage, the Enterprise View lists the local system (the system you're working on) and any remote systems with direct attached storage that you have logged in to from the local system. (See 'Local' or 'Remote?' on page 26 for more information.)

Expand a system in the Enterprise View to see its controllers.

When you select a component in the Enterprise View, the controllers, disk drives, or logical drives (“devices”) associated with it appear in the right-hand panel of the window, as shown in these figures.

By selecting a controller in the Enterprise View...

...the disk drives (shown above) or enclosures and disk drives (shown below) connected to it and the logical drives created with those disk drives appear in the Physical and Logical Devices Views.

You can perform most tasks by selecting a controller in the Enterprise View and working with its associated devices in the Physical and Logical Devices Views.
What do the Enterprise View icons mean?

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="System with direct attached storage controller and directly attached disk drives or enclosures" /></td>
<td>System with direct attached storage controller and directly attached disk drives or enclosures</td>
</tr>
<tr>
<td><img src="image2.png" alt="Enclosure" /></td>
<td>Enclosure</td>
</tr>
<tr>
<td><img src="image3.png" alt="Controller" /></td>
<td>Controller</td>
</tr>
</tbody>
</table>

The Physical Devices View

When you select a controller in the Enterprise View, information about the physical devices connected to that controller appear in the Physical Devices View. Disk drives designated as hot spares have plus signs (+) beside them.

Controller 1... ...has six connectors and one onboard expander, and is connected to 28 disk drives.

Hold your cursor over any disk drive to see its status, connector/ID number, and maximum speed. You can also click the arrow, shown at right, to see this same information. See *Revealing More Device Information on page 49* to change how disk drives are represented.

To view the logical drives associated with a particular disk drive, see *The Logical Devices View on page 47*. 
What do the icons in the Physical Devices View mean?

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="Ready Disk Drive" /></td>
<td>Ready disk drive, not part of any logical drive</td>
</tr>
<tr>
<td><img src="image2.png" alt="Disk Drive" /></td>
<td>Disk drive with some space allocated to a logical drive, and some space available</td>
</tr>
<tr>
<td><img src="image3.png" alt="Disk Drive" /></td>
<td>Disk drive with no free space</td>
</tr>
<tr>
<td><img src="image4.png" alt="Failed Disk Drive" /></td>
<td>Failed disk drive</td>
</tr>
<tr>
<td><img src="image5.png" alt="Healthy Global or Dedicated Hot Spare" /></td>
<td>Healthy global or dedicated hot spare protecting at least one logical drive (See Creating and Managing Hot Spares on page 54 for more information.)</td>
</tr>
<tr>
<td><img src="image6.png" alt="Hot Spare with Error" /></td>
<td>Hot spare with error (see page 55 for more information)</td>
</tr>
<tr>
<td><img src="image7.png" alt="Hot Spare Being Built" /></td>
<td>Hot spare being built into logical drive after disk drive failure</td>
</tr>
<tr>
<td><img src="image8.png" alt="Hot Spare Built" /></td>
<td>Hot spare built into logical drive after disk drive failure</td>
</tr>
<tr>
<td><img src="image9.png" alt="Ready Solid State Drive" /></td>
<td>Ready Solid State Drive (SSD), not part of any logical drive or MaxIQ pool</td>
</tr>
<tr>
<td><img src="image10.png" alt="Solid State Drive Assigned" /></td>
<td>Solid State Drive assigned to MaxIQ pool</td>
</tr>
<tr>
<td><img src="image11.png" alt="Controller" /></td>
<td>Controller</td>
</tr>
<tr>
<td><img src="image12.png" alt="Enclosure Management Device" /></td>
<td>Enclosure Management Device (represents an enclosure connected to your controller)</td>
</tr>
</tbody>
</table>

The Logical Devices View

When you select a controller in the Enterprise View, information about the logical drives and arrays associated with that controller appear in the Logical Devices View. (A logical drive is a group of physical disk drives that your operating system recognizes as a single drive. For more information, see Understanding Logical Drives on page 59.)

Controller 1 is connected to...

...28 disk drives (some not shown here)... from which two logical drives have been created.

The RAID level of a logical drive is indicated by the number inside the logical drive’s icon. For instance, the logical drive shown at right has RAID 1. Logical drives protected by hot spares have plus signs (+) beside them, as shown at right.

Hold your cursor over any logical drive to see its name, status, and size. You can also click the arrow, shown at right, to view this same information for all the logical drives at once.
Click on a logical drive to highlight the disk drives that comprise it in the Physical Devices View.

<table>
<thead>
<tr>
<th>Physical devices</th>
<th>Logical devices</th>
</tr>
</thead>
<tbody>
<tr>
<td>Controller 1</td>
<td>Logical devices (2)</td>
</tr>
<tr>
<td>Connector 0 (“CN0”)</td>
<td>▼ ▼ ▼ ▼</td>
</tr>
<tr>
<td>Connector 1 (“CN1”)</td>
<td>▼ ▼ ▼ ▼</td>
</tr>
<tr>
<td>Connector 2 (“CN2”)</td>
<td>▼ ▼ ▼ ▼</td>
</tr>
<tr>
<td>Connector 3 (“CN3”)</td>
<td>▼ ▼ ▼ ▼</td>
</tr>
</tbody>
</table>

Five disk drives (plus one hot spare) comprise the selected RAID 6 logical drive.

You can also click on any disk drive to see which (if any) logical drive it belongs to. A disk drive shaded in light blue is not part of any logical drive.

**What do the icons in the Logical Devices View mean?**

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Logical Drive" /></td>
<td>Logical drive</td>
</tr>
<tr>
<td><img src="image" alt="Logical Drive with Healthy Hot Spare" /></td>
<td>Logical drive with healthy hot spare</td>
</tr>
<tr>
<td><img src="image" alt="Logical Drive Being Initialized" /></td>
<td>Logical drive being initialized</td>
</tr>
<tr>
<td><img src="image" alt="Logical Drive Being Modified" /></td>
<td>Logical drive being modified</td>
</tr>
<tr>
<td><img src="image" alt="Logical Drive Being Rebuilt After Disk Drive Failure" /></td>
<td>Logical drive being rebuilt after disk drive failure</td>
</tr>
</tbody>
</table>
Revealing More Device Information

You can reveal more information about disk drives and logical drives by using the View buttons (circled below) to change what information displays.

Note: Not all views are available for all components.

Click the arrows to expand list and reveal basic information.

Click this button to see the size capacities of your disk drives. Disk drives or segments of disk drives that are included in logical devices are shaded brown.

Click this button to see the size capacities of your disk drives relative to each other.

If your controller is connected to an enclosure, click this button to see all the disk drives in the enclosure.  

Note: Not all enclosures are supported by Adaptec Storage Manager. Unsupported enclosures do not appear in Enclosure View.
Checking System Status from the Main Window

Adaptec Storage Manager includes an event log for at-a-glance system status and activity information. The event log provides status information and messages about activity (or events) occurring in your storage space. Double-click any event to see more information in an easier-to-read format.

Warning- and Error-level icons, shown at right, appear next to components (such as systems and logical drives) affected by a failure or error, creating a trail, or rapid fault isolation, that helps you identify the source of a problem when it occurs. See Identifying a Failed or Failing Component on page 136 for more information.

If your storage space includes a controller with a temperature sensor, or an enclosure with an enclosure management device, such as a SCSI Accessed Fault-Tolerant Enclosure (SAF-TE) processor, temperature, fan, and power module status is displayed by status icons in the Physical Device view, as shown in the next figure. These status icons change color to indicate status (see page 105).

For more information, see Monitoring Status and Activity on page 102.

Note: By default, all Warning- and Error-level events activate an audible alarm. See If your enclosure does not have an enclosure management device, the status icons appear but do not indicate status. on page 105 for more information.

Getting Help

Adaptec Storage Manager online Help includes conceptual information, glossary definitions, and descriptions of on-screen menus and items, in addition to step-by-step instructions for completing tasks.

To open the online Help, click the Help button (shown at right). Alternatively, press the F1 key, or in the menu bar select Help, then click Search or Contents.

Press the Help button in a dialog box or wizard for help with that specific dialog box, window, or procedure.

Additionally, you can find the most commonly asked-about information in Quick Answers to Common Questions... on page 161 of this User’s Guide.
Logging Out of Adaptec Storage Manager

To log out of Adaptec Storage Manager:

1. In the Enterprise View, click on the local system.
2. In the menu bar, select Actions, then click Log out.

You are logged out of Adaptec Storage Manager.

Logging Back In

To log in to Adaptec Storage Manager:

1. In the Enterprise View, click on the local system.
2. In the menu bar, select Actions, then click Log in.
3. Enter your user name and password, then click Connect.

Uninstalling Adaptec Storage Manager

To uninstall Adaptec Storage Manager, follow the instructions for your operating system.

Uninstalling From Windows Systems

To uninstall Adaptec Storage Manager from a Windows system, use the Add or Remove Programs tool in the Control Panel. All Adaptec Storage Manager components are uninstalled.

Uninstalling From Linux Systems

To uninstall Adaptec Storage Manager from a Linux system, type this command:

```
rpm --erase StorMan
```

Adaptec Storage Manager is uninstalled.

Uninstalling From UnixWare or OpenServer Systems

To uninstall Adaptec Storage Manager from a UnixWare or OpenServer system, type this command:

```
pkgrm StorMan
```

Adaptec Storage Manager is uninstalled.
Uninstalling From Solaris Systems

To uninstall Adaptec Storage Manager from a Solaris system, type this command:

```
pkgrm StorMan
```

Adaptec Storage Manager is uninstalled.

Uninstalling From FreeBSD Systems

To uninstall Adaptec Storage Manager from a FreeBSD system, type this command:

```
 pkg_delete Storman-x.x.x-x86 or pkg_delete Storman-x.x.x-amd64
```

where x.x.x is the package version.

Adaptec Storage Manager is uninstalled.

Uninstalling From VMWare Systems

To uninstall Adaptec Storage Manager from a VMWare system, type this command:

```
rpm --erase StorMan
```

Adaptec Storage Manager is uninstalled.
In addition to the standard (RAID 0, RAID 1, RAID 5, RAID 10, RAID 50) and enhanced (RAID 1E, RAID 5EE, RAID 6, RAID 60) RAID levels, controllers with the Adaptec Advanced Data Protection Suite include additional methods of protecting the data on your storage space.

This chapter describes how to use hot spares and copyback to protect your stored data.
Creating and Managing Hot Spares

A hot spare is a disk drive that automatically replaces any failed drive in a logical drive, and can subsequently be used to rebuild that logical drive. (For more information on recovering from a disk drive failure, see page 137.)

Hot Spare Limitations

- You can’t create a hot spare for RAID 0 logical drives, simple volumes, or spanned volumes.
- You can’t create a hot spare from a disk drive that is already part of a logical drive.
- You should select a disk drive that is at least as big as the largest disk drive it might replace.
- Adaptec recommends that you not designate a SAS hot spare for a logical drive comprising SATA disk drives, or a SATA hot spare for a logical drive comprising SAS disk drives.

Dedicated Spare or Global Spare?

A global hot spare is not assigned to a specific logical drive and will protect any logical drive on the controller (except RAID 0 logical drives). You can designate a global hot spare before or after you build logical drives on a controller; you can also designate a global hot spare while you’re creating a logical drive. To designate a global hot spare, see page 54.

A dedicated hot spare is assigned to one or more specific logical drives and will only protect those logical drives. (A dedicated hot spare that has been assigned to protect more than one logical drive is called a pool spare.) You must create the logical drive before you can assign a dedicated hot spare. To assign a dedicated hot spare or pool hot spare, see page 55.

Designating a Global Hot Spare

This section describes how to designate a global hot spare before or after you build a logical drive.

**Note:** To designate a global hot spare while you’re creating a logical drive, see Step 7 on page 38.

To designate a global hot spare:

1. In the Enterprise View, click the controller on which you want a global hot spare.
2. In the Physical Devices View, click the disk drive you want to designate as a hot spare. (See **Hot Spare Limitations** for help selecting a disk drive.)
3. Click the Create global hot-spare drive button.

A plus sign appears beside the selected disk drive, indicating that it’s designated as a hot spare. (A yellow plus sign indicates an error. See **What Do the Hot Spare Icons Mean?** on page 55 for help solving the problem.) A plus sign also appears beside each existing logical drive.

Any other logical drives created on the controller will automatically be protected by that global hot spare.
Assigning a Dedicated Hot Spare or Pool Hot Spare

A dedicated hot spare is assigned to one or more specific logical drives. (A dedicated hot spare that has been assigned to protect more than one logical drive is called a pool hot spare.)

**Note:** You must create the logical drive before you can assign a dedicated hot spare.

To assign a dedicated or pool hot spare:

1. In the Enterprise View, click the controller on which you want a dedicated hot spare.
2. In the Physical Devices View, click the disk drive you want to designate as a hot spare. (See *Hot Spare Limitations* on page 54 for help selecting a disk drive.)
3. In the menu bar, select **Actions**, then click **Create dedicated hot-spare drive for**, then click the name of the logical drive (in this example, Device 1).

A plus sign appears beside the selected disk drive, indicating that it's designated as a dedicated hot spare. (A yellow plus sign indicates an error. See *What Do the Hot Spare Icons Mean?* on page 55 for help solving the problem.)

4. To use the same dedicated hot spare to protect another logical drive (create a pool hot spare), repeat Step 2 and Step 3.

What Do the Hot Spare Icons Mean?

<table>
<thead>
<tr>
<th>Icon</th>
<th>Explanation</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Healthy global or dedicated hot spare" /></td>
<td>Healthy global or dedicated hot spare</td>
<td>No action required.</td>
</tr>
<tr>
<td><img src="image" alt="Error on hot spare:" /></td>
<td>Hot spare is not assigned to any logical drives</td>
<td>Create at least one logical drive on the same controller</td>
</tr>
<tr>
<td><img src="image" alt="Error on hot spare:" /></td>
<td>Hot spare is too small to protect the logical drive(s) it’s assigned to</td>
<td>Designate larger disk drive as hot spare</td>
</tr>
<tr>
<td><img src="image" alt="Error on hot spare:" /></td>
<td>Global hot spare was designated before any logical drives were built</td>
<td>Create at least one logical drive on the same controller</td>
</tr>
<tr>
<td><img src="image" alt="Hot spare has been built into a logical drive after disk drive failure" /></td>
<td>Hot spare has been built into a logical drive after disk drive failure</td>
<td>Designate replacement or other available disk drive as new hot spare; remove ‘hot spare’ designation from disk drive (see <em>Removing or Deleting a Dedicated Hot Spare</em>)</td>
</tr>
</tbody>
</table>
Removing or Deleting a Dedicated Hot Spare

You can delete a dedicated hot spare or remove it from a logical drive. You may want to do this to:

- Make disk drive space available for another logical drive.
- Make a dedicated hot spare into a global hot spare.
- Remove the ‘hot spare’ designation from a disk drive that is no longer being used as a hot spare. (When a hot spare is built into a logical drive after a disk drive failure, it retains its ‘hot spare’ designation even though it can no longer protect the logical drives it’s assigned to. See Recovering from a Disk Drive Failure on page 137 for more information.)

To remove or delete a dedicated hot spare:

1. In the Enterprise View, click the controller associated with the hot spare.
2. In the Physical Devices View, click the hot spare.
3. In the menu bar, select Actions, then click Delete dedicated hot-spare drive, or click Remove dedicated hot-spare drive from, then select the logical drive you want (in this example, Device 1).

The hot spare is deleted or removed, and the disk drive becomes available for other uses in your storage space.

Deleting a Global Hot Spare

You can delete a global hot spare. You may want to do this to:

- Make disk drive space available for another logical drive.
- Make a global hot spare into a dedicated hot spare.
- Remove the ‘hot spare’ designation from a disk drive that is no longer being used as a hot spare. (When a hot spare is built into a logical drive after a disk drive failure, it retains its ‘hot spare’ designation even though it can no longer protect the logical drives it’s assigned to. See Recovering from a Disk Drive Failure on page 137 for more information.)

To remove or delete a dedicated hot spare:

1. In the Enterprise View, click the controller associated with the hot spare.
2. In the Physical Devices View, click the hot spare.
3 In the menu bar, select **Actions**, then click **Delete hot-spoke drive**.

The hot spare is deleted and the disk drive becomes available for other uses in your storage space.

**Enabling Copyback**

When a logical drive is rebuilt using a hot spare (see page 137), data from the failed drive is transferred to the hot spare. When **copyback** is enabled, data is moved back to its original location once the controller detects that the failed drive has been replaced. Once the data is copied back, the hot spare becomes available again.

To enable or disable copyback, in the Enterprise View, right-click the controller, then click **Enable or Disable copyback mode**. (The copyback setting is a toggle switch.)
This chapter explains how to create and modify logical drives, optimize logical drive performance, and use Adaptec Storage Manager’s power management features to maintain an energy-efficient storage space.
Understanding Logical Drives

A logical drive is a group of physical disk drives that appears to your operating system as a single drive that can be used for storing data.

A logical drive can comprise one or more disk drives and can use part or all of each disk drive’s capacity.

It is possible to include the same disk drive in two different logical drives by using just a portion of the space on the disk drive in each, as shown in the following figure.

Disk drive space that has been assigned to a logical drive is called a segment. A segment can include all or just a portion of a disk drive’s space. A disk drive with one segment is part of one logical drive, a disk drive with two segments is part of two logical drives, and so on. A segment can be part of only one logical drive. When a logical drive is deleted, the segments that comprised it revert to available space (or free segments).

A logical drive can include redundancy, depending on the RAID level assigned to it. (See Selecting the Best RAID Level on page 152 for more information.)

Once a logical drive has been created, you can change its RAID level or increase its capacity to meet changing requirements. You can also protect your logical drives by assigning one or more hot spares to them. (See page 54 for more information.)
Creating and Modifying Logical Drives

For basic instructions for creating logical drives, see *Building Your Storage Space* on page 25.

This section describes three additional scenarios for creating logical drives, and provides instructions for modifying a logical drive as it's being created.

- To create a new logical drive of a specified size, see the following section.
- To create a logical drive from different-sized disk drives, see page 61.
- To create a logical drive using available *segments* of disk drives, see page 62.
- To stop the creation of a new logical drive, see page 62.
- To change the priority of a new logical drive's creation, see page 62.

Creating a Logical Drive of a Specified Size

As described in Step 7 on page 38, Adaptec Storage Manager automatically sets the size of a new logical drive to maximize the capacity of the disk drives that it comprises. However, you can choose to set the size for a new logical drive. You may want to do this to maximize your available disk drive space, or allocate available space to more than one logical drive.

To set the size of a logical drive:

1. Complete Steps 1 through 7 in *Custom Configuration (Advanced)* on page 37.
2. Click **Advanced Settings**.
   The maximum size of the logical drive appears in the Size (GB) box.
3. Enter the new size for the logical drive. The size you enter must be less than or equal to the maximum size.
4. Click **Next**.
5. Review the logical drive settings, click **Apply**, then click **Yes**.

Adaptec Storage Manager builds the logical drive. The configuration is saved in the Adaptec controller and in the physical drives.

If the disk drives you used to create this logical drive have available space left over, you can use them to create a new logical drive (see page 62), or to expand an existing logical drive (see page 69).
Including Different-sized Disk Drives in a Logical Drive

You can combine disk drives of different sizes in the same logical drive. If the logical drive includes redundancy, however, the size of each segment can be no larger than the size of the smallest disk drive. (See Selecting the Best RAID Level on page 152 for more information about redundancy.)

**Note:** Adaptec recommends that you *not* combine SAS and SATA disk drives within the same logical drive. Adaptec Storage Manager generates a warning if you try to create a logical drive using a combination of SAS and SATA disk drives.

To create a logical drive with disk drives of different sizes, follow the instructions in Building Your Storage Space on page 25.

When the logical drive is created, it appears similar to the example in the next figure, where a RAID 5 logical drive includes two disk drives of one size and two of another—the disk drive icons indicate that the two larger disk drives still have available space.

The Full Size Capacity View of the same RAID 5 logical drive shows that the larger disk drives still have available space (free segments, indicated in light-blue) that is not part of a logical drive. It also shows that the disk drive designated as a hot spare is large enough to replace any of the disk segments included in the logical drive.

You can include a disk drive’s available space in a new logical drive (see page 62), or add it to an existing logical drive (see page 69).
Creating a Logical Drive Using Available Segments

Free segments on a disk drive can be used to create a new logical drive. (Each segment can only be used in one logical drive at a time.)

To create a logical drive using free segments on disk drives:

1. Complete Steps 1 through 5 in *Custom Configuration (Advanced) on page 37.*
2. In the Physical Devices panel, select the disk drives and/or free disk drive segments you want to use in the logical drive.

   **Note:** Adaptec recommends that you not combine SAS and SATA disk drives within the same logical drive. Adaptec Storage Manager generates a warning if you try to create a logical drive using a combination of SAS and SATA disk drives.

In this example, two free segments of larger disk drives are combined with smaller disk drives to create a RAID 5 logical drive.

3. Click **Next**.
4. Review the logical drive settings.
5. Click **Apply**, then click **Yes**.

   Adaptec Storage Manager builds the logical drive. The configuration is saved in the Adaptec controller and in the physical drives.

**Stopping the Creation of a Logical Drive**

To stop the creation of a new logical drive, right-click the magnifying glass icon (shown at right), then select **Stop current task**.

**Changing the Priority of the Creation of a Logical Drive**

To change the priority of the creation of a logical drive to High, Medium, or Low, right-click the magnifying glass icon, then select **Change background task priority**.

**Note:** To set the default priority for all tasks on the same controller, see *Setting a Controller’s Default Task Priority on page 93.*
Fine-tuning Logical Drives

You can fine-tune a new or existing logical drive to meet your needs by changing its name or adjusting the Advanced settings described in this section. (Not all options are available for all controllers or all RAID levels.)

Renaming a Logical Drive

To change the name of a logical drive:

1  In the Enterprise View, click the controller associated with the logical drive.
2  In the Logical Devices View, click the logical drive.
3  In the menu bar, select Actions, then click Change logical device name.
4  Type the new name, then click OK.

The logical drive is updated with its new name.

Adjusting a Logical Drive’s Advanced Settings

Note: The default settings in Adaptec Storage Manager are optimal for most users and storage spaces. Only advanced users should change the settings described in this section.

To fine-tune a logical drive:

1  Open the list of Advanced settings.

   If you are creating a new logical drive, follow the instructions in Step 7 on page 38.

   If you are modifying an existing logical drive:
   a  In the Enterprise View, click the controller associated with the logical drive.
   b  In the Logical Devices View, click the logical drive.
   c  In the menu bar, select Actions, then click Expand or change logical device (shown in the figure in Step 3 on page 63).
   d  Click Next, then click Advanced settings.

2  Modify the available settings as required for your logical drive (not all options are available for all controllers or all RAID levels):
   ● Logical drive size (see page 60)
   ● Stripe size (see page 64)
   ● Write cache (see page 64)
   ● Read cache (see page 64)
   ● Initialize priority (see page 65)
   ● Initialize method (see page 65)
   ● MaxIQ cache (see page 78)

3  Click Next.

4  To apply the changes immediately, click Apply.
To schedule the changes for later, click Schedule, then set the date and time. (For more information, see Scheduling a Task on page 81.)

**Changing the Stripe Size**

The stripe size is the amount of data (in KB) written to one partition before the controller moves to the next partition in a logical drive.

Stripe size options vary, depending on your controller. Normally, the default stripe size provides the best performance.

For RAID 6 and RAID 60 logical drives, the more disk drives there are in the logical drive, the fewer the stripe size options.

**Changing the Write Cache Setting**

The write cache setting determines when data is stored on a disk drive and when the controller communicates with the operating system.

- **Disabled (write-through)**—The controller sends (or writes) the data to a disk drive, then sends confirmation to the operating system that the data was received. Use this setting when performance is less important than data protection.

- **Enabled (write-back)**—The controller sends confirmation to the operating system that the data was received, then writes the data to a disk drive. Use this setting when performance is more important than data protection and you aren’t using a battery-backup cache. *Enabled* is the default setting.

*Note:* (RAID 10, 50, and 60 only) All logical drives within a RAID 10/50/60 logical drive must have the same write cache setting—either all write-through or all write-back.

To quickly change the write cache setting:

1. Click the logical drive you want.

2. In the menu bar, select Actions, click Configure write cache, then select Enabled or Disabled as required.

   The write cache setting is changed.

**Changing the Read Cache Setting**

When read caching is enabled, the controller monitors the read access to a logical drive and, if it sees a pattern, pre-loads the cache with data that seems most likely to be read next, increasing performance.

- **Enabled**—The controller transfers data from the logical drive to its local cache in portions equal to the stripe size. Use this setting for the best performance when workloads are steady and sequential. *Enabled* is the default setting.

- **Disabled**—The controller transfers data from the logical drive to its local cache in portions equal to the system I/O request size. Use this setting for the best performance when workloads are random or the system I/O requests are smaller than the stripe size. (For more information about system I/O requests, refer to your operating system documentation.)

*Note:* To improve performance in read-intensive applications, use the MaxIQ™-compatible Solid State Drives (SSD) in your system as a global read cache pool. For more information, see Configuring the MaxIQ Cache on page 78.
To quickly change the read cache setting:

1. Click the logical drive you want.
2. In the menu bar, select Actions, click Configure read cache, then select Enabled or Disabled as required.

   The read cache setting is changed.

**Changing the Initialize Priority**

The Initialize Priority setting determines the priority for the initialization of the logical drive. The default setting is High, which means that the logical drive is initialized as quickly as possible.

**Changing the Initialize Method**

The Initialize Method setting determines how a logical drive is initialized (prepared for reading and writing), and how long initialization will take. The settings are presented in order of slowest to fastest method.

- **Build**—(slowest) For RAID 1 logical drives, data is copied from the primary drive to the mirror drive; for RAID 5 logical drives, parity is computed and written. Build is the default setting for most logical drives (see Quick method below).

  Adaptec Storage Manager performs build initializations in the background; you can use the logical drive immediately.

- **Clear**—Every block in the logical drive is overwritten, removing all existing data. You can't use the logical drive until the initialization is complete.

- **Quick**—(fastest) The logical drive is made available immediately. Quick is the default setting for RAID 1, RAID 1EE, and RAID 10 logical drives.
 Optimizing Logical Drive Performance

To ensure optimal performance of the logical drives in your storage space, you can select a performance mode to improve I/O throughput based on the needs of your application. (This feature is not supported on all controllers.) The following application-specific performance modes are supported by Adaptec Storage Manager.

<table>
<thead>
<tr>
<th>Performance Mode</th>
<th>Performance Criteria</th>
<th>Best Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dynamic (default)</td>
<td>- Automatically adjusts criteria based on controller usage, RAID level, and disk drive type</td>
<td></td>
</tr>
</tbody>
</table>
| Online Transaction Process (OLTP)/Database—a system that facilitates and manages transaction-oriented applications, such as data entry and retrieval applications. | - 100% Random  
- 60%–80% Read  
- 20%–40% Write  
- 8Kb Blocks | SAS:  
- R0 Sequential writes (all request sizes)  
- R0 File server and Web server  
- R5 Sequential writes (all request sizes)  
- R5 Web server  
- R6 Web server  
- R10 Sequential writes  
- R10 Web server  
SATA:  
- R0 Sequential reads (all request sizes)  
- R0 Sequential writes (all request sizes)  
- R0 File/print server  
- R5 Sequential writes (256Kb request size)  
- R5 Random writes  
- R6 Sequential writes (all request sizes)  
- R10 Sequential writes (all request sizes)  
- R10 Workstation: |

To select a performance mode for the logical drives on a controller:

1. In the Enterprise View, select the controller you want.
2. In the menu bar, select Actions, click Change performance mode, then select an application type.
3. Shutdown Adaptec Storage Manager and reboot the system.

**Note:** You must reboot the system before the performance mode setting takes effect.
Verifying Logical Drives

To ensure that there are no data problems on your logical drives, it is important to verify them. When you verify a logical drive, Adaptec Storage Manager checks it for inconsistent or bad data and then fixes any problems. (You can also choose to verify a logical drive without fixing it.)

Logical drives without redundancy (for instance, RAID 0 logical drives) do not need to be verified. In Adaptec Storage Manager, logical drive verification can occur in different ways, depending on your controller:

- **Automatic verification**—If your controller supports build initialization, Adaptec Storage Manager automatically verifies all new redundant logical drives. No manual verification is required.
  
  To see if your controller supports build initialization, right-click the controller in the Enterprise View and click **Properties**.

- **Manual verification**—If your controller doesn’t support build initialization, a Warning-level event notice appears in the event log prompting you to verify a logical drive before you begin to use it. To verify a logical drive manually, see **Verifying and Fixing a Logical Drive** on page 67.

- **Background verification**—If your controller supports background consistency check, Adaptec Storage Manager continually and automatically checks your logical drives once they’re in use.
  
  To see if your controller supports background consistency check, right-click the controller in the Enterprise View, then click **Properties**. To enable or disable background consistency check or to set the checking period, see page 68.

  **Note:** If your controller doesn’t support background consistency check, Adaptec highly recommends that you verify your logical drives weekly, following the instructions in **Verifying and Fixing a Logical Drive** on page 67.

Verifying and Fixing a Logical Drive

**Note:** To verify a logical drive without fixing it, see page 68.

While Adaptec Storage Manager verifies and fixes a logical drive, you can’t complete any other tasks on the controller. Because the verification can take a long time to complete, you may want to schedule it as a task to be completed overnight or on a weekend.

To verify and fix a logical drive:

1. Ensure that no activity is taking place on the controller associated with the logical drive you want to verify and fix.
2. In the Enterprise View, click the controller.
3. In the Logical Devices View, click the logical drive.
4. In the menu bar, select **Actions**, then click **Verify with fix**.
5. To begin the verification immediately, click **Yes**.

To schedule the verification, click **Schedule**, then set the date and time. You can also choose to set the verification as a recurring task. (For more information on scheduling tasks, see page 81.)
**Note:** Don’t power off the system while the verification is in progress. If you do, the verification will stop.

While the verification is in progress, the logical drive is shown as an animated icon (as shown at right) to indicate that the task is in progress.

When the verification is complete, an event notice is generated in the local system’s event log (and broadcast to other systems, if you have event notification set up—see Notifying Users by Event Log Message About Status and Activity on page 106).

You can now continue working on the controller.

### Verifying a Logical Drive (Without Fix)

**Note:** To verify and fix a logical drive, see page 67.

While Adaptec Storage Manager verifies a logical drive, you can’t complete any other tasks on the controller associated with that logical drive. Because verification takes a long time to complete, you may want to schedule it as a task to be completed overnight or on a weekend.

To verify a logical drive:

1. Ensure that no activity is taking place on the controller associated with the logical drive you want to verify and fix.
2. In the Enterprise View, click the controller.
3. In the Logical Devices View, click the logical drive.
4. In the menu bar, select *Actions*, then click *Verify*.
5. To begin the verification immediately, click *Yes*. To schedule the verification for later, click *Schedule*, set the date and time, then click *Apply*. You can also set the verification to recur. (For more information on scheduling tasks, see page 81.)

**Note:** Don’t power off the system while the verification is in progress. If you do, the verification will stop.

While the verification is in progress, the logical drive is shown as an animated icon (as shown at right) to indicate that the task is in progress.

When the verification is complete, an event notice is generated in the local system’s event log (and broadcast to other systems, if you have event notification set up—see Notifying Users by Event Log Message About Status and Activity on page 106).

You can now continue working on the controller.

### Enabling/Disabling Background Consistency Check

If your controller supports background consistency check, Adaptec Storage Manager continually and automatically checks your logical drives once they’re in use. (To see if your controller supports background consistency check, right-click the controller in the Enterprise View, then click *Properties*.)

To enable or disable background consistency check:

1. In the Enterprise View, click the controller.
2  In the menu bar, select Actions, then click Enable (Disable) background consistency check. The controller is updated with the new setting.

**Setting the Background Consistency Check Period**

You can choose how often Adaptec Storage Manager checks for inconsistent or bad data on your logical drives and hot-sares.

To change the background consistency check period:

1  In the Enterprise view, select a controller.
2  Right-click Background Consistency Check, then select Change period.
   The Change background consistency check period window opens.
3  Adjust the slider control from Very Slow (365 days) to Fast (10 days). Alternatively, in the New Period field, use the arrow keys to increase or decrease the setting.
4  Click OK.

**Increasing the Capacity of a Logical Drive**

You can add more disk drive space to a logical drive to increase its capacity (or expand it).

*Note:* The maximum size of a logical drive varies by controller. Refer to your controller’s documentation for more information.

The expanded logical drive must have a capacity that’s greater than or equal to the original logical drive.

To increase the capacity of a logical drive:

1  In the Enterprise View, click the controller associated with the logical drive.
2  In the Logical Devices View, click the logical drive.
3  In the menu bar, select Actions, then click Expand or change logical device (shown in the figure in Step 4 on page 67).
   A wizard opens to help you modify the logical drive.
4  Click Next.
5  Click on the disk drive(s) or disk drive segments you want to add to the logical drive.

*Note:* Adaptec recommends that you not combine SAS and SATA disk drives within the same logical drive. Adaptec Storage Manager generates a warning if you try to create a logical drive using a combination of SAS and SATA disk drives.

If you want to remove a specific disk drive or segment and replace it with another one (for instance, replace a smaller disk drive with a larger one), click on the disk drive you want to remove.
An X indicates that the selected disk drive will be removed from the logical drive, and you are prompted to select another disk drive (of greater or equal size) to replace it.

6 Modify the Advanced Settings, if required. (See Fine-tuning Logical Drives on page 63.)

7 Click Next.

8 Review the new logical drive settings. To make changes, click Back.

   **Note:** Some operating systems have size limitations for logical drives. Before you save the configuration, verify that the size of the logical drive is appropriate for your operating system.

9 To update your logical drive immediately, click Apply, then click Yes.

   To schedule the changes for later, click Schedule, set the date and time, then click Apply. (For more information on scheduling tasks, see page 81.)

**Extending a Partition on a Logical Drive**

(Windows 2003, Windows XP, and Windows 2000 only) If you have expanded a logical drive, you can extend the partition on that logical drive to use the newly added space. Refer to your operating system instructions for more information.

**Changing the RAID Level of a Logical Drive**

As your requirements change, you can change the RAID level of your logical drives to suit your needs. You may want to do this to add redundancy to protect your data, or improve data availability for speedier access to your data. See Selecting the Best RAID Level on page 152 for more information.

Changing the RAID level normally requires one or more disk drives to be added to or removed from the logical drive. Adaptec Storage Manager won’t allow you to continue unless you have the right number of disk drives available.

To change the RAID level of a logical drive:

1 In the Enterprise View, click the controller associated with the logical drive.

2 In the Logical Devices View, click the logical drive.

3 In the menu bar, select Actions, then click Expand or change logical device (see page 69). A wizard opens to help you change the RAID level.

4 Select a new RAID level, then click Next. Only valid options are offered.
In the Logical Devices panel, select the disk drives you want to use in the modified logical drive.

**Note:** Adaptec recommends that you *not* combine SAS and SATA disk drives within the same logical drive. Adaptec Storage Manager generates a warning if you try to create a logical drive using a combination of SAS and SATA disk drives.

Adaptec Storage Manager prompts you to select the correct number of disk drives.

If you want to remove a specific disk drive and replace it with another one (for instance, replace a smaller disk drive with a larger one), click on the disk drive you want to remove. An X indicates that the selected disk drive will be removed from the logical drive. (See the figure on page 70 for an example.)

Modify the Advanced Settings, if required. (See *Fine-tuning Logical Drives* on page 63.)

Click **Next**.

Review the new logical drive settings. To make changes, click **Back**.

**Note:** Some operating systems have size limitations for logical drives. Before you save the configuration, verify that the size of the logical drive is appropriate for your operating system.

To update your logical drive immediately, click **Apply**, then click **Yes**.

To schedule the changes for later, click **Apply**, set the date and time, then click **Apply**. (For more information, see page 81.)

### Deleting a Logical Drive

**Caution:** When you delete a logical drive, you lose all data stored on that logical drive.

To delete a logical drive:

Ensure that you no longer need the data stored on the logical drive.

1. In the Enterprise View, click on the controller associated with the logical drive.
2. In the Logical Devices View, click the logical drive.
3. In the menu bar, select **Actions**, then click **Delete logical device**.
4. When prompted, click **Yes** to delete the device, or **No** to cancel the deletion.

If you click **Yes**, the logical drive is deleted. The disk drives or drive segments included in the logical drive become available, and can be used to create a new logical drive (see page 62), or to expand an existing logical drive (see page 69).

### Creating a RAID Volume

A RAID Volume comprises two or more logical drives connected end-to-end. The logical drives in a RAID Volume:

- Must be built using disk drives connected to the same controller.
- Must have the same RAID level assigned.
- Must not be striped together.
- May have equal or different capacities.
To build a RAID Volume:

1. Create two or more logical drives that meet the requirements listed at the beginning of this section, and wait for them to build and initialize. For instructions, see Express Configuration: The Easy Way on page 34 or Custom Configuration (Advanced) on page 37.

This example shows two RAID 5 logical drives, which can be used to build a RAID volume.

2. On the toolbar, click Create.

3. When the configuration wizard opens, select Custom configuration..., then click Next.

4. Click Advanced settings, select RAID Volume, then click Next.

5. In the Logical Devices panel, select the logical drives you want to use in the RAID Volume. Adaptec Storage Manager prompts you to select the correct number of logical drives.

6. Modify the Advanced Settings, if required. (See Fine-tuning Logical Drives on page 63 for more information.)

7. Click Next to review the RAID Volume settings. To make changes, click Back.

This example shows one RAID Volume ready to be created.
8 Click Apply, then click Yes.

Adaptec Storage Manager builds the RAID Volume. The configuration is saved on the Adaptec controller and on the physical drives. Adaptec Storage Manager replaces the individual logical drives with a single RAID Volume in the Logical Devices View.

9 Partition and format your RAID Volume. See page 36 for more information.

**Creating a JBOD Disk**

You can create a JBOD disk from any Ready disk drive. A JBOD disk:

- Appears as a physical disk drive to the operating system.
- Is not redundant.
- Comprises all available disk space.
- Is not bootable (that is, you cannot boot the operating system from a JBOD).

To create a JBOD disk:

1 In the Physical Devices View, click a Ready disk drive.
2 In the menu bar, select Actions, then click Create JBOD disk.

Adaptec Storage Manager creates the JBOD disk.

**Creating multiple JBOD Disks in the Wizard**

To make it easier to create multiple JBODs, you can use the wizard.

To create multiple JBODs in the wizard:

1 On the toolbar, click Create.
2 When the configuration wizard opens, select Custom configuration..., then click Next.
3 Click Advanced settings, select JBOD disk, then click Next.
In the Physical Devices panel, select the drives you want to use to create the individual JBOD disks.

Click Next to review the JBOD disk settings. To make changes, click Back. This example shows three JBOD disks ready to be created.

Click Apply, then click Yes.

Adaptec Storage Manager creates the JBOD disks.

**Converting a JBOD Disk to a Simple Volume**

You can convert a JBOD disk to a simple volume. Unlike a JBOD, a simple volume is a true logical device. It comprises a single physical disk and is not redundant.

To convert a JBOD to a simple volume:

1. In the Physical Devices View, select a JBOD disk.
2. In the menu bar, select Actions, then click Create simple volume.

Adaptec Storage Manager converts the JBOD to a simple volume and displays the logical drive in the Logical Devices View.
Deleting a JBOD Disk

Caution: When you delete a JBOD disk, you lose all data stored on that disk.

To delete a JBOD disk:

1. In the Physical Devices View, click the JBOD disk.
2. In the menu bar, select Actions, then click Delete JBOD disk.

The disk drive becomes available, and can be used to create a new JBOD, logical drive (see page 62), or to expand an existing logical drive (see page 69).

Maintaining an Energy-Efficient Storage Space

You can use power management in Adaptec Storage Manager to maintain an energy-efficient storage space. Power management of your storage space reduces cooling and electricity costs. It increases system stability due to lower heat dissipation. And it improves the quality of your work environment by reducing noise levels in your computer rooms and data centers.

This section describes how to configure power management for the logical drives and RAID controllers in your storage space. You can configure power management for an individual logical drive or for all logical drives on a controller.

- To configure power management for a logical drive, see the following section.
- To configure power management for a controller, see page 76.
- To disable power management on a logical drive, see page 77.
- To show devices under power management, see page 78.

Note: Power management is not available on all controllers. To see if your controller supports power management, right-click the controller in the Enterprise View, then click Properties. The Power tab shows the power status of the device. (If the tab is not present, the device does not support power management.) You can check the power status in the Properties panel for controllers, logical drives, and physical drives. In the following example, a logical drive under power management is running at full power, indicating that its drives are operating at their peak spin rate.

Configuring Power Management for a Logical Drive

This section describes how to configure power management for an existing logical drive. You can also configure power management when you create a logical drive in the wizard (see page 41).
For each logical drive in your storage space, you can set a timer to lower disk drive spin rate (RPM), turn disk drives off, and check an inactive drive to verify its health.

**Caution:** Adaptec does not recommend putting logical drives with common physical drives under power management (although it is supported). Putting such drives under power management may limit power savings in your storage space.

To configure power management for a logical drive:

1. In the Logical Devices View, select a logical drive.
2. In the menu bar, select **Actions**, click **Power settings**, then click **Set timers**.

The logical drive power timers window opens:

3. Select a value for each timer from the drop-down lists:
   - **Slow down drives after**—Period of inactivity, from 3 minutes to 3 hours, after which the drives’ spin rate is lowered. The default is Never.
     
     **Note:** For disk drives that do not support slow operation, set this timer to Never.
   - **Power off drives after**—Period of inactivity, from 3 minutes to 3 hours, after which the disk drives are turned off. The default is Never.
   - **Verify drives after**—Period of inactivity, from 1 hour to 24 hours, after which an inactive drive (a drive that’s already powered down) is restarted and checked to verify its health. Once the check is completed, the drive is powered down and returns to its inactive state. The default is Never.

4. Click **OK**.

**Configuring Power Management for a Controller**

The power management options for a controller affect all the logical drives on that controller. You can choose a “stay awake” period during which time the disk drives on the controller always spin at their peak rate. You can also set the spin-up limits for the controller—the maximum number of drives that the controller may spin up at the same time.

**Note:** The time you set for the stay awake period is relative to your local system time and time zone. To set the time zone for power management, you must use the controller BIOS utility. The time zone does not adjust automatically for daylight savings time. To compensate, you must adjust the stay awake period manually, either in the BIOS or with Adaptec Storage Manager. For more information, see the *Adaptec RAID Controller Installation and User’s Guide*.

To set the stay awake period for disk drives:

1. In the Enterprise View, select a controller.
2 In the menu bar, select Actions, click Power settings, then click Set stay awake settings.

The Stay awake settings window opens:

![Stay awake settings window]

3 Select Enable stay awake period.

4 Enter the stay awake period start time and end time in 24-hour format; for example, 09:00 for 9AM, 14:00 for 2PM, and so on.

5 Select the days of the week to enforce the stay awake period. On days you do not select, the stay awake period is disabled and the spin rate is controlled by the power timer settings (see page 75).

6 Click OK.

To set the spin-up limits for disk drives:

1 In the Enterprise View, select a controller.

2 In the menu bar, select Actions, click Power settings, then click Set spinup limits.

The Adapter drive spinup limits window opens:

![Adapter drive spinup limits window]

3 Enter the maximum number of internal disk drives that the controller may spin-up at the same time.

4 Enter the maximum number of external disk drives (drives in an enclosure, such as a JBOD) that the controller may spin-up at the same time.

5 Click OK.

**Disabling Power Management for a Logical Drive**

You can disable power management for a logical drive. For example, you may choose to disable power management for the drives on a high-volume server, or a logical drive that needs to be highly available.
To disable power management for a logical drive:

1. In the Logical Devices View, click the logical drive.
2. In the menu bar, select Actions, click Power settings, then click Disable.

   The logical drive is updated with the new setting.

Re-Enabling Power Management for a Logical Drive

To re-enable the power management for a logical drive, repeat the steps in Disabling Power Management for a Logical Drive on page 77, selecting Enable during Step 2.

Showing Devices Under Power Management

You can highlight the physical and logical drives under power management in the Adaptec Storage Manager GUI. Logical drives are shown in green if power management is enabled. Physical drives are shown in green if they are powered down (off).

In the menu bar, select View, then click Show Power Management. Adaptec Storage Manager highlights the devices under power management in the Physical Devices View and Logical Devices View:

![Logical and Physical Devices View](image)

To stop showing devices under power management, select View on the menu bar, then click Show Power Management again.

Configuring the MaxIQ Cache

The MaxIQ cache is a global read cache pool. It uses the Solid State Drives (SSDs) in your system as fast cache memory for read-intensive operations.

You can configure the MaxIQ cache only if you have one or more MaxIQ-compatible Solid State Drives installed on the RAID controllers in your system.

**Note:** For MaxIQ caching applications, you can use any Solid State Drive on the compatibility list, including Adaptec MaxIQ SSDs and, with some controllers, select SSDs from other manufacturers. See [www.adaptec.com/compatibility](http://www.adaptec.com/compatibility) for a list of MaxIQ-compatible Solid State Drives.

Adaptec Storage Manager assigns all compatible SSDs to the MaxIQ cache pool, by default. Use the following procedures to add or remove SSDs, to configure the MaxIQ cache fetch rate, and to enable MaxIQ caching for a logical drive.

To check the status of the SSDs in the MaxIQ pool, including wear-level and longevity indicators, see [Working with Solid State Drives on page 90](#). To check the MaxIQ cache statistics for a logical drive, see [Viewing Statistics on page 123](#).

**Note:** Before you can enable MaxIQ caching for a logical drive, you must enable read caching; see page 64.
To configure the MaxIQ cache pool:

1. In the Logical Devices View, click the Configure MaxIQ Cache Pool button.

The Configure MaxIQ cache pool window opens.

2. Select one or more SSDs in the Available SSDs list, then click SSD >.

The SSD is added to the MaxIQ cache pool and the icon changes to indicate that it's part of the cache.

To remove an SSD from the cache, select one or more SSDs from the MaxIQ Cache Pool list, then click < Cache. The icon changes to indicate that the SSD is Ready.

3. Select the MaxIQ cache fetch rate from the drop-down list: Low, Medium, High. (The default is Medium.)

4. Click Apply.

The Configure MaxIQ cache pool window closes and the cache configuration is saved.

To enable/disable the MaxIQ cache for a logical drive:

1. In the Logical Devices View, select a logical drive.

2. In the menu bar, select Actions, click Configure MaxIQ, then select Enable MaxIQ Caching or Disable MaxIQ Caching.
Scheduling Recurring or Resource-Intensive Jobs

In this chapter...

Scheduling a Task ................................................................................................................... 81
Opening the Task Manager .................................................................................................... 82
Monitoring Tasks .................................................................................................................... 83
Modifying a Task .................................................................................................................... 84
Deleting a Task ........................................................................................................................ 84
Disabling the Task Manager ................................................................................................... 84

Adaptec Storage Manager allows you to schedule some types of jobs (or tasks) to complete at convenient times. Additionally, you can schedule some tasks to recur at preset times.

A Task Manager utility helps you manage the tasks you schedule.

This chapter describes how to schedule, monitor, and manage tasks.
Scheduling a Task

If a task is lengthy and limits access to components on your storage space, you may want to set a date and time for the task to complete, instead of running the task while there is activity on your storage space.

If a task must be performed regularly, you can schedule it to recur at preset times.

You can schedule these Adaptec Storage Manager tasks:

- Expanding a logical drive
- Changing a logical drive’s RAID level
- Modifying the stripe size of a logical drive
- Verifying a logical drive
- Verifying and fixing a logical drive

To schedule one of these tasks:

1. Complete each step of the task until you are prompted to click **Apply**. (**Don’t** click **Apply**.)

2. Click **Schedule**.

   The schedule window opens. (The window you see may be different from the one shown in this example, depending on which type of task you are scheduling.)
3 Set the date and time for the task.

**Note:** Keep geography in mind—if you are scheduling tasks on remote systems located in other geographical areas, remember that the time you set for a scheduled task is that system’s time, which may be different from local time. You will be prompted to select a new time if the one you’ve set occurs in the past on the remote system.

4 Set the recurrence frequency from the drop-down menu, if the option is available for this task and you want it to occur regularly. You can set a task to recur daily, weekly, or monthly.

5 Click **Apply**.

The task is saved in the Task Manager, and the scheduled task is added to the Task List. For more information about the Task Manager, see the following section.

### Opening the Task Manager

You can use the Task Manager to monitor and modify the tasks you have scheduled. (To schedule a task, see page 81.)

Tasks are associated with systems. When you open the Task Manager, you see the scheduled tasks associated with that local or remote system only.

To open the Task Manager, in the tool bar, click **Configure**, point to the system, then click **Tasks**.

The Task Manager opens on the Tasks tab of a new window. The Tasks tab has two main panels, as shown in this figure. All scheduled tasks for the system appear in the task list; all events related to scheduled tasks on that system appear in the event log:

**Note:** From the Tasks tab, you can access other utilities in this window, such as the Email Notification Manager (see page 111), by clicking their tabs.
Monitoring Tasks

Use the two main panels of the Task Manager—the task list and the task event log—to monitor your tasks.

**Monitoring Upcoming Tasks in the Task List**

The Task List displays all scheduled tasks in order of creation, and includes basic information about each task. Although you can’t sort the tasks in any other order, you can reorganize the columns in the Task List by clicking and dragging the column heads.

The Status column of the Task List shows the current condition of each task:

- **Scheduled**—The task is scheduled to be completed at a future date and time.
- **Executed**—The task has been completed successfully.
- **Executed**—A recurring task has been completed once and will be repeated at the scheduled time.
- **Error**—The task has not been completed successfully. (For more information about an error, double-click the task in the Task List to open the Task Properties window.)

In the menu bar, click View task for additional detail about any task in the Task List.

**Checking Past Tasks and Events in the Event Log**

The Event Log displays detailed information about the Task Manager itself, such as when scheduled events were modified, deleted, or completed successfully.

By default, task events are listed in the order they occurred, with the most recent event first. To make it easier to find a specific event, click on the column heads to sort task events. You can also reorganize the columns by clicking and dragging the column heads.

The Event Log uses icons to show the status of past tasks:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Status</th>
<th>Explanation and Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Information" /></td>
<td>Information</td>
<td>The task or event completed successfully. No action required.</td>
</tr>
<tr>
<td><img src="image" alt="Warning" /></td>
<td>Warning</td>
<td>The task missed its start time. Reschedule the task to clear the error, as described in Modifying a Task on page 84.</td>
</tr>
<tr>
<td><img src="image" alt="Error" /></td>
<td>Error</td>
<td>The task failed. Delete the task to clear the error. Schedule the task again, as described in Scheduling a Task on page 81.</td>
</tr>
</tbody>
</table>

Double-click on an event to see basic information about the event in the Task Properties window. Click Next to see the next event in the list.
Modifying a Task

If your requirements change, you can reschedule a task to a different date or time. You can also modify the task description that appears in the Task List. Creating a custom task description makes it easier to find the task in the Task List.

To modify a scheduled task:

1. In the toolbar, click **Configure**, point to the system you want, then click **Tasks** (as shown on page 82).
2. In the Task Manager, select the task you want to change, then click **Modify task**.
3. In the Modify Task window, make the required changes, then click **OK**.

The task and Task List are updated with the new information.

What if a task misses its start time?

Tasks scheduled in Adaptec Storage Manager include an automatic 30-minute grace period following their start time, to accommodate temporary interruptions. For instance, if there’s a brief power outage a task will run once normal conditions resume, if the interruption lasts no longer than 30 minutes past the scheduled start time.

If a task misses its start time, it must be rescheduled. For instructions, see *Modifying a Task*.

If a recurring task misses its start time, it is automatically rescheduled to run at the next scheduled interval.

Deleting a Task

If a scheduled task is no longer required, you can delete it from the Task Manager.

To delete a task:

1. In the toolbar, click **Configure**, point to the system associated with the task you want to delete, then click **Tasks** (as shown on page 82).
2. In the Task Manager, select the task you want to delete, then click **Delete task**.
3. Click **Yes** to confirm the deletion.

The task is deleted.

Disabling the Task Manager

The Task Manager is enabled by default. If you do not wish to schedule tasks on a selected system, you can disable it.

**Note:** If you disable the Task Manager, no scheduled tasks will run on that system. No other systems are affected.

To disable the Task Manager:

1. In the toolbar, click **Configure**, point to the system whose Task Manager you want to disable, then click **Tasks** (as shown on page 82).
2. In the menu bar, click Actions, then click Disable Task Scheduler.

The Task Manager is disabled. The Tasks tab (shown at right) shows the red 'disabled' icon.

**Note:** When the Task Manager is disabled, a brief three-tone alert sounds each time you open and log in to Adaptec Storage Manager. Scheduled tasks in the Task List will not run while the Task Manager is disabled.

**Re-enabling the Task Manager**

To re-enable the Task Manager, repeat the steps in *Disabling the Task Manager on page 84*, selecting Enable Task Scheduler during Step 2.

Scheduled tasks that have missed their start times must be rescheduled if you want them to run. See *Modifying a Task on page 84* for instructions.

Scheduled tasks that did not miss their start time while the Task Manager was disabled will run as scheduled.
In this chapter...

- Viewing Component Properties ................................................................. 87
- Blinking a Component ..................................................................... 87
- Working with Failed or Failing Disk Drives .................................................. 88
- Initializing and Erasing Disk Drives ................................................................. 88
- Working with Solid State Drives ................................................................. 90
- Working with Controllers ................................................................... 91
- Testing and Silencing System and Enclosure Alarms ............................................ 94
- Updating the Controller BIOS and Firmware .................................................. 97
- Updating the Disk Drive Firmware ................................................................. 98

This chapter describes how to manage the controllers, disk drives, solid state drives, and enclosures in your storage space.
Chapter 8: Maintaining Physical Devices

Viewing Component Properties

Click on any component in the main window of Adaptec Storage Manager, then click the Properties button (shown at right) to view version numbers, status, model numbers, and other information about that component.

The properties listed vary, depending on which type of component you select. The examples below show the Disk Drive (left) and Logical Drive (right) Properties windows.

Blinking a Component

You can blink the LEDs on enclosures, or disk drives inside enclosures, to identify where they are physically located in your storage space. This table describes how to blink specific enclosures and disk drives.

<table>
<thead>
<tr>
<th>To Blink...</th>
<th>Right-click...</th>
</tr>
</thead>
<tbody>
<tr>
<td>The disk drive</td>
<td>Disk Drive icon</td>
</tr>
<tr>
<td>All disk drives connected to that controller</td>
<td>Controller icon (in the Enterprise View or in the Physical Devices View)</td>
</tr>
<tr>
<td>The enclosure</td>
<td>Enclosure Management Device icon</td>
</tr>
<tr>
<td>All disk drives included in a logical drive</td>
<td>Logical Drive icon</td>
</tr>
<tr>
<td>All disk drives included in all the logical drives on a selected controller</td>
<td>Text—In the Logical Devices View of a controller with multiple logical drives</td>
</tr>
<tr>
<td>All disk drives connected to selected controller ports</td>
<td>Text—In the Physical Devices View of a controller with multiple ports</td>
</tr>
<tr>
<td>All disk drives connected to a selected controller channel</td>
<td>Text—In the Physical Devices View of a controller with multiple channels</td>
</tr>
<tr>
<td>All disk drives connected to a selected controller connector</td>
<td>Text—In the Physical Devices View of a controller with multiple connectors</td>
</tr>
</tbody>
</table>

To blink a component:

1. In Adaptec Storage Manager, right-click the component, then click Blink....

   **Note:** If the component you select (for instance, a controller) doesn’t support the blink function, the Blink... option won’t appear in the menu.

   The LEDs on the disk drives or enclosures begin to flash.

2. Click OK to stop blinking the component.
Working with Failed or Failing Disk Drives

This section describes how to use Adaptec Storage Manager to manage failed or failing disk drives in your storage space.

Replacing Disk Drives in a Logical Drive

You can replace one or more disk drives in a logical drive. You may want to do this to upgrade to larger disk drives, or to make disk drive size uniform across the logical drive.

⚠️ Caution: If another disk drive in the logical drive fails during rebuild (see page 140), you may lose data.

To replace a disk drive in a logical drive:

1. In the Physical Devices View, click the disk drive you want to replace.
2. Set the drive state to failed. (See page 88.)
3. Remove and replace the disk drive with one of equal or larger size.
4. Wait for the logical drive to rebuild. (See page 140.)
5. Repeat Steps 1 to 4 for all the disk drives you want to replace.

For help solving disk drive problems, see *Recovering from a Disk Drive Failure* on page 137.

Setting a Disk Drive to ‘Failed’

Before you can remove a disk drive, you should set it to a failed state to protect your data.

⚠️ Caution: You may lose data or damage your disk drive if you remove a disk drive without first setting it to a failed state.

You can set a disk drive to a failed state if:

- The disk drive is not part of a logical drive, or
- The disk drive is part of a redundant, healthy logical drive

You can’t set a disk drive to a failed state if doing so will take a logical drive offline.

To set a disk drive to a failed state:

1. In the Physical Devices View, click the disk drive.
2. In the menu bar, select Actions, then click Set drive state to failed.
3. Click Yes to set the drive status to failed.
4. Remove and replace the disk drive.
5. If the logical drive that the disk drive belongs to is failed, see *Recovering from a Disk Drive Failure* on page 137.

Initializing and Erasing Disk Drives

This section describes how to use Adaptec Storage Manager to erase data and metadata (including logical drive information) from the disk drives in your storage space.
### Initializing Disk Drives

You can use Adaptec Storage Manager to initialize any disk drives that are in a Ready state, if required. You may want to do this to erase all existing data and metadata (including all logical drive information) before using the disk drive in a new logical device or as a hot spare.

⚠️ **Caution:** Do not initialize a disk drive that is part of a logical drive. Initializing a disk drive that’s part of a logical drive may make the logical drive unusable. Back up all data from your disk drive before you initialize it.

To initialize a single disk drive:

1. In the Physical Devices view, click the disk drive you want to initialize.
2. In the menu bar, select **Actions**, then click **Initialize**.
3. Click **Yes** to initialize the disk drive.

The initialization begins.

To initialize all ready disk drives on a controller:

1. In the Enterprise View, click the controller whose disk drives you want to initialize.
2. In the menu bar, select **Actions**, then click **Initialize all ready drives**.
3. Click **Yes** to initialize the disk drives.

The initialization begins.

### Clearing Disk Drives

You can use Adaptec Storage Manager to erase all existing data on any disk drives that are in the Ready state, if required. You can clear the drive, or clear the drive **securely** to completely destroy any data on the disk. Secure erase amounts to electronic “data shredding.”

To clear a disk drive:

1. In the Physical Devices view, click the disk drive you want to clear.
2. In the menu bar, select **Actions**, then click **Clear**.
3. Click **Yes** to clear the disk drive.

To securely erase a disk drive:

1. In the Physical Devices view, click the disk drive you want to clear.
2. In the menu bar, select **Actions**, then click **Secure erase**.
3. Click **Yes** to securely erase the disk drive.
## Working with Solid State Drives

You can use Adaptec Storage Manager to check the status of the SSDs in your system. You can use this information to verify the health of your SSDs and to predict drive failures.

For MaxIQ-compatible SSDs, Adaptec Storage Manager displays SMART statistics for the drive using Self-Monitoring, Analysis and Reporting Technology. It also displays wear-level and longevity indicators. For non-MaxIQ-compatible SSDs, Adaptec Storage Manager displays the same set of statistics except for longevity.

**Note:** For more on using MaxIQ in Adaptec Storage Manager, see *Configuring the MaxIQ Cache on page 78* and *Logging Statistics for Remote Analysis on page 119*. For a list of MaxIQ-compatible Solid State Drives, see [www.adaptec.com/compatibility](http://www.adaptec.com/compatibility).

To view the SMART statistics for a SSD, select the drive in the Physical Devices View, click the **Properties** button, then select the **Smart** tab. To view wear-level and longevity indicators for the SSD, select the **Status** tab.

---

### What do the SMART statistics and wear-level indicators mean?

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power-On Hours</td>
<td>Number of power-on hours over life of device.</td>
</tr>
<tr>
<td>Power Cycle Count</td>
<td>Number of power-cycle events over life of device.</td>
</tr>
<tr>
<td>Available Reserved Space</td>
<td>Number of remaining reserve blocks.</td>
</tr>
<tr>
<td>Reallocated Sector Count</td>
<td>Number of bad sectors.</td>
</tr>
<tr>
<td>Host Writes</td>
<td>Number of sectors written by the host (1 sector = 512 bytes); increases by 1 for every 65536 sectors written.</td>
</tr>
</tbody>
</table>
Chapter 8: Maintaining Physical Devices

Working with Controllers

This section describes how to use Adaptec Storage Manager to manage the controllers that are part of your storage space:

- To register a new controller, see the following section.
- To test a controller alarm, see page 91.
- To silence a controller alarm, see page 92.
- To disable a controller alarm, see page 92.
- To rescan a controller, see page 92.
- To save your controller configuration, see page 93.
- To set the controller’s default task priority, see page 93.
- To enable Native Command Queuing (NCQ) on a controller, see page 93.
- To disable statistics logging on a controller, see page 93.

Registering New Controllers

Each time you log in to Adaptec Storage Manager, it searches for new controllers in your storage space. If it detects a new controller, the New Hardware Detected window opens and prompts you to register it.

To stay informed about Adaptec products and special offers, register your controllers by clicking Register Now in the New Hardware Detected window.

Follow the on-screen instructions to complete the registration.

Testing a Controller Alarm

Note: Not all controllers have alarms. Refer to your controller’s documentation for more information.

If your controller has an alarm, that alarm is enabled by default. To test a controller alarm to ensure that it’s working:

1. Ensure that the speakers on your local system aren’t muted.
2. In the Enterprise View, select the controller you want.

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Media Wear-Out Indicator</td>
<td>% wear remaining, based on number of NAND media cycles. SSD will be marked as Failed if wear-level goes below threshold value.</td>
</tr>
<tr>
<td>Longevity: Power-on Hours</td>
<td>Predicted SSD longevity based on remaining number of power-on hours.</td>
</tr>
<tr>
<td>Longevity: Future Writes</td>
<td>Predicted SSD longevity based on remaining number of writes.</td>
</tr>
</tbody>
</table>
3 In the menu bar, click Actions, select Alarm actions, then click Test alarm.

The alarm sounds.

4 To stop the test, click OK.

**Silencing a Controller Alarm**

You can silence the alarm on a controller while you fix the problem.

To silence the alarm, click the Silence button (shown at right) in the main Adaptec Storage Manager window.

**Disabling a Controller Alarm**

You can disable the alarm for a selected controller, if required.

⚠️ **Caution:** If you disable the alarm, no audible signal will sound when an error occurs on the controller.

To disable a controller’s alarm:

1 In the Enterprise View, select the controller you want.

2 In the menu bar, click Actions, select Alarm Actions, then click Disable (shown in the figure in Step 3 on page 92).

The alarm is disabled for that system.

**Rescanning a Controller**

After you connect a disk drive to or remove a ‘Ready’ (non-failed) disk drive from a controller, Adaptec Storage Manager may not recognize the change until it rescans the controller.

To rescan a controller:

1 In the Enterprise View, click the controller.

2 In the menu bar, select Actions, then click Rescan.

Adaptec Storage Manager scans all the channels or ports on the controller you selected.

When the scan is complete, a report appears.

3 Click Done after you have reviewed the scan report.
**Saving Your Controller Configuration**

If you require a record of your controller configurations, you can use Adaptec Storage Manager to create a text file with this information about all controllers on a selected system:

- Controllers
- Disk drives
- Disk drives used in logical drives
- Logical drives

To save a system's controller configurations:

1. In the Enterprise View, click the local or remote system.
2. In the menu bar, select **Actions**, then click **Save printable configuration**.
3. In the Save window, browse to the directory you want, then enter a file name for the report. (The default directory is the directory in which the Adaptec Storage Manager is installed. The default file name is RaidCfg.log.)

A text-file report is saved.

**Setting a Controller’s Default Task Priority**

To set the default priority for all tasks running on the controller to High, Medium, or Low, right-click the controller in the Enterprise View, then select **Change default task priority**.

**Note:** This setting applies to new tasks. It does not affect currently running tasks.

**Enabling Native Command Queuing on a Controller**

Native Command Queuing, or NCQ, lets SATA disk drives arrange commands into the most efficient order for optimum performance.

To enable or disable NCQ for the drives on a controller:

1. In the Enterprise view, select a controller.
2. In the menu bar, select **Actions**, select **NCQ**, then click **Enable** or **Disable**.

**Disabling Statistics Logging on a Controller**

If you enabled statistics logging when you first logged in (see page 30), Adaptec Storage Manager gathers IO and usage statistics for all controllers on a system. If you prefer not to gather statistics for a controller, you can disable statistics logging on that controller.

To disable statistics logging on a controller:

1. In the Enterprise view, select a controller.
2. In the menu bar, select **Actions**, select **Advanced Statistics**, then click **Disable**.

**Re-Enabling Statistics Logging**

To re-enable statistics logging, repeat steps 1 and 2 in **Disabling Statistics Logging on a Controller**, selecting **Enable** in Step 2.
Resetting the Statistics Logs on a Controller
Adaptec Storage Manager adds statistics to the statistics log for a controller (cumulatively) until you reset the log.

To reset the statistics log for a controller:
1. In the Enterprise view, select a controller.
2. In the menu bar, select Actions, select Advanced Statistics, then click Reset.

Testing and Silencing System and Enclosure Alarms
Adaptec Storage Manager supports an audible alarm which is triggered on the local system when a Warning- or Error-level event (see page 104) occurs on any system in your storage space. Adaptec Storage Manager also supports audible alarms on enclosures.

This section describes how to work with the audible alarms in your storage space:
- For system alarms, see the next section.
- For enclosure alarms, see page 96.

Working with System Alarms
Warning- or Error-level events (see page 104) on a system trigger an audible alarm, a series of beeps which sound every five minutes until the event is resolved.

The alarm is enabled by default, but can be disabled on any system, if required. You can also change the frequency and duration of the alarm.

Note: A system alarm is not the same as a controller alarm. For controller alarm information, see Working with Controllers on page 91.

This section describes how to work with your systems’ audible alarms.

Testing a System’s Alarm
To test the audible alarm to ensure that it’s working on your local system:
1. Ensure that the speakers on your local system aren’t muted.
2. In the Enterprise View, click on your local system.
3. In the menu bar, click Actions, then select Agent actions.
4. Select Alarm actions, then click Test alarm.
   The alarm sounds.
5. To stop the test, click OK.
Silencing a System’s Alarm

When a Warning- or Error-level event occurs, you can silence the alarm on your local system while you fix the problem.

To silence the alarm, click the Silence button (shown at right) in the main Adaptec Storage Manager window.

Alternatively, in the menu bar, click Actions, then select Agent actions. Select Alarm actions, then click Test alarm.

Changing a System’s Alarm Settings

By default, an audible alarm sounds every five minutes (or 300 seconds) until silenced or until the event is resolved. You can change the frequency of the alarm, if required.

To change alarm settings on a system:

1. In the Enterprise View, select the system.
2. In the tool bar, click Configure, point to the system, then click General Settings.

The Adaptec Storage Manager Agent General Settings window opens for the system you selected. The alarm settings are circled in the next figure.

![General settings window](image)

Note: You can access other utilities in this window, such as the Task Manager (see Scheduling Recurring or Resource-Intensive Jobs on page 80), by clicking their tabs.

3. Edit the alarm settings as required.

   Note: You can disable an alarm in this window by deselecting Sound alarm. Alternatively, follow the instructions in Disabling a System’s Alarm on page 96.

The changes take effect immediately.
Disabling a System’s Alarm
You can disable the alarm for a selected system, if required.

**Caution:** When the alarm is disabled, no audible signal sounds when a Warning- or Error-level event occurs on the system.

1. In the Enterprise View, select the system you want.
2. In the menu bar, click **Actions**, select **Agent Actions**, select **Alarm Actions**, then click **Disable**.

   ![Menu Bar with Alarm Actions]

   The alarm is disabled for that system.

To enable an alarm, repeat Steps 1 and 2, selecting the alarm action **Enable**.

**Working with Enclosure Alarms**
This section describes how to work with the alarms of the enclosures in your storage space.

**Testing an Enclosure Alarm**
If an enclosure has an alarm, follow these instructions to ensure that the alarm is working:

1. Ensure that the speakers on your local system aren’t muted.
2. In the Enterprise View, select the controller that’s connected to the enclosure you want.
3. In the Physical Devices View, right-click the enclosure icon (shown at right) of the enclosure that you want.
4. Select **Alarm actions**, then click **Test alarm**.

   The alarm sounds.
5. To stop the test, click **OK**.

**Silencing an Enclosure Alarm**
You can silence the alarm on an enclosure while you fix the problem.

To silence the alarm, click the **Silence** button (shown at right) in the main Adaptec Storage Manager window.

**Disabling an Enclosure Alarm**
You can disable the alarm for a selected enclosure, if required.

**Caution:** If you disable the alarm, no audible signal will sound when an error occurs on the enclosure.
To disable an enclosure’s alarm:

1. In the Enterprise View, select the controller that’s connected to the enclosure you want.
2. In the Physical Devices View, right-click the enclosure icon (shown at right) of the enclosure that you want.
3. Select Alarm actions, then click Disable.

The alarm is disabled for that system.

**Updating the Controller BIOS and Firmware**

*Note:* This task is recommended for advanced users only.

Adaptec Storage Manager provides a wizard to help you update the BIOS and firmware for the controllers in your storage space. The ROM Update wizard updates the BIOS and firmware for all controllers of the same type on local and remote systems. You can update one type of controller at a time.

**Before You Begin**

Before you begin, download the latest firmware images from the Adaptec Web site at www.adaptec.com. Image files typically come in sets of two or more and have a .ufi file extension.

**Updating the Controller BIOS and Firmware**

To update the controller firmware:

1. In the Enterprise View, right-click Direct Attached Storage, then click Update controller images.

   ![](image)

   The ROM Update wizard opens.

2. Click Next.

3. Click Add to browse to the firmware image files you downloaded, select the files, then click Open.

   ![](image)
4 In the wizard, select the image files you want, then click Next.

5 Select the controllers you want to update, then click Next.

6 Review the update summary, then click Apply.

7 When prompted, click Yes to begin the update.

   Caution: Do not power down the controller(s) during the update.

8 When the update is complete, click OK. Then, restart the server(s) to activate the new firmware images.

### Updating the Disk Drive Firmware

**Note:** This task is recommended for advanced users only.

Adaptec Storage Manager provides a wizard to help you update the firmware for the disk drives in your storage space. The wizard updates the firmware for all disks of the same type on local and remote systems. You can update only one type of disk drive at a time.

**Before You Begin**

Before you begin, download the latest firmware images from your vendor’s support site on the World Wide Web. The image file name and extension vary by manufacturer.
Updating the Disk Drive Firmware

To update the disk drive firmware:

1. In the Enterprise View, right-click Direct Attached Storage, then click Update drive firmware images.

   ![Enterprise View Screenshot]

   The Drive Firmware Update wizard opens.

2. Click Next.

3. Click Add to browse to the firmware image file you downloaded, select the file, then click Open.

   ![Open Dialogue Box]

   File Name: 0303_15k4.1df
   Files of Type: All Files
Chapter 8: Maintaining Physical Devices

4 In the wizard, select the image file you want, choose the packet size (in bytes) from the drop-down list, then click Next.

**Note:** For SATA drives, the packet size must be a multiple of 512.

5 Select the disk drives you want to update, then click Next.

**Note:** For SAS drives with “Mode 6” support, select Save Later to use the new firmware once, during the current session, and to revert to the previous firmware the next time the drive is started.

6 Review the update summary, then click **Apply**.
7 When prompted, click Yes to begin the update.

⚠️ **Caution:** Do not power down the controller or remove the disk drives during the update.

8 When the update is complete, click OK.
In this chapter...

- Monitoring Options .......................................................... 103
- Checking Status from the Main Window .............................. 103
- Notifying Users by Event Log Message About Status and Activity .................. 106
- Notifying Users by Email About Status and Activity .................. 111
- Notifying Users by SNMP Trap About Status and Activity .......... 116
- Notifying All Users About Status and Activity ....................... 117
- Changing an Operating System’s Event Log Setting ................. 118
- Logging Statistics for Remote Analysis ............................... 119

This chapter describes how Adaptec Storage Manager helps you monitor your storage space.
Monitoring Options

Adaptec Storage Manager provides many ways to monitor the status of your storage space:

- **Event Log**—The main window of Adaptec Storage Manager features an event log that provides at-a-glance status information about activity occurring in your storage space. (See the following section.)

- **Event Status Icons**—Three basic icons (information, warning, and error) appear in the event log and in the main Adaptec Storage Manager window to help you quickly identify problems. (See page 104.)

- **Enclosure Status Icons**—If your storage space includes an enclosure with an enclosure management device, three icons appear in the Physical Devices View to help you monitor temperature, fan, and power module status. (See page 105.)

- **Notifications**—You can set Adaptec Storage Manager to broadcast status notifications in your choice of format to help you monitor these activities on local and remote systems (see pages 106–117):
  - Progress of scheduled tasks, such as logical drive verifications.
  - Changes in the status of the physical components of your storage space, such as disk drives.
  - Changes to the local system, such as the expansion of a logical drive or the creation of a hot spare.

- **Statistics Logging**—You can set Adaptec Storage Manager to collect I/O and usage statistics for the RAID controllers in your system and periodically “call home” to send the data to Adaptec or other contacts for analysis. (See page 119.)

- **Properties Button**—You can check the status of any component in your storage space by using the Properties button. (See Viewing Component Properties on page 87.)

- **Audible Alarm**—A series of beeps sounds whenever a serious event occurs on your storage space. (See Maintaining Physical Devices on page 86.)

Checking Status from the Main Window

From your local system, you can see status information and messages about the activity (or events) occurring in your storage space by looking at the event log and status icons in the main window of Adaptec Storage Manager. (You can also view all events for a system in its operating system event log—see page 118.) You can also monitor any enclosure with an enclosure management device from the main window.

**Viewing Activity and Status in the Event Log**

The event log lists activity occurring in your storage space, with the most recent event listed at the top. Status is indicated by icons (see page 104) in the left-hand column, as shown in the figure on page 104.

Double-click any event to open the Configuration Event Detail window to see more information in an easier-to-read format. Use the up and down arrows to view previous or following events.
To open a full-screen version of the complete event log, click the Events button on the tool bar.

To make it easier to find a specific event, click on the column heads to sort the events. (Sorting events by status icons helps you find specific Error- or Warning-level events quickly.) You can also move the columns of the event log, if required.

**What Do the Event Status Icons Mean?**

Adaptec Storage Manager indicates event status with icons. This table lists the three categories, or types, of events based on severity.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Status</th>
<th>Examples</th>
</tr>
</thead>
</table>
| ![Information](image) | Information | ● The local system successfully connected to a remote system.  
● A logical drive was created.  
● A hot spare was deleted. |
| ![Warning](image)   | Warning   | ● A logical drive is in a degraded state.  
● A disk drive is being rebuilt.  
● A controller is not responding to an enclosure. |
| ![Error](image)     | Error     | ● A controller has failed.  
● A logical drive has failed.  
● A hot spare has failed.  
● An enclosure is overheating.  
● Multiple fans or power supplies within an enclosure have failed.  
● An enclosure is not responding. |

Warning- and Error-level icons appear next to components (such as systems and logical drives) affected by a failure or error, creating a trail that helps you quickly identify the source of a problem. See *Identifying a Failed or Failing Component* on page 136 for more information.

**Note:** All Warning- and Error-level events also cause the audible alarm to sound. See page 105 for more information.

**Clearing the Event Log**

To clear all event logs belonging to all controllers in a selected system:

1. In the Enterprise View, click on the system you want.
2. On the menu bar, select Actions, then select Clear logs on all controllers.
3. Click Yes to clear the log.
Using Enclosure Icons to Monitor Enclosure Status

If your storage space includes an enclosure with an enclosure management device, such as a SCSI Accessed Fault-Tolerant Enclosure (SAF-TE) processor, Adaptec Storage Manager displays temperature, fan, and power module status in the Physical Device view, as shown in the next figure. The icons change color to indicate status, as described in the table below.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Status</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Fan Icon]</td>
<td>Normal</td>
<td>Fans are working properly.</td>
</tr>
<tr>
<td>![Fan Icon]</td>
<td>Warning</td>
<td>A fan has failed.</td>
</tr>
<tr>
<td>![Fan Icon]</td>
<td>Error</td>
<td>Multiple fans have failed.</td>
</tr>
<tr>
<td>![Temperature Icon]</td>
<td>Normal</td>
<td>Enclosure temperature is normal.</td>
</tr>
<tr>
<td>![Temperature Icon]</td>
<td>Warning</td>
<td>Enclosure temperature is higher than normal.</td>
</tr>
<tr>
<td>![Temperature Icon]</td>
<td>Error</td>
<td>Enclosure is overheating.</td>
</tr>
<tr>
<td>![Power Module Icon]</td>
<td>Normal</td>
<td>Power supplies are working normally.</td>
</tr>
<tr>
<td>![Power Module Icon]</td>
<td>Warning</td>
<td>One power supply has failed.</td>
</tr>
<tr>
<td>![Power Module Icon]</td>
<td>Error</td>
<td>Multiple power supplies have failed.</td>
</tr>
</tbody>
</table>

**Note:** If your enclosure does not have an enclosure management device, the status icons appear but do not indicate status.
Notifying Users by Event Log Message About Status and Activity

You can set up Adaptec Storage Manager to send messages to the event log of selected remote systems when activity, such as the creation of a logical drive or the failure of a disk drive, occurs on the local system. (For more information about event types, see page 104.)

Logged notifications can help you monitor activity on your entire storage space from a single local station, and are especially useful in storage spaces that include multiple systems running the Adaptec Storage Manager Agent only.

Logged notifications include status information and identify which system (or source) an event occurred on. For instance, in this example, the event log indicates that two logical drives were added to a system named ‘gas1668b’:

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Source</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/14/2006</td>
<td>11:01:44 AM PDT</td>
<td>gas1668b.adaptec.com</td>
<td>Added logical device: controller 1, logical device 1 (Logi...</td>
</tr>
<tr>
<td>04/14/2006</td>
<td>11:01:44 AM PDT</td>
<td>gas1668b.adaptec.com</td>
<td>Added logical device: controller 1, logical device 3 (Logi...</td>
</tr>
<tr>
<td>04/14/2006</td>
<td>11:01:44 AM PDT</td>
<td>gas1668b.adaptec.com</td>
<td>Successfully applied the new configuration: controller 1, logical device 1</td>
</tr>
<tr>
<td>04/14/2006</td>
<td>10:53:48 AM PDT</td>
<td>bou2297c.adaptec.com</td>
<td>Could not clear the event logs for system bou2297c...</td>
</tr>
<tr>
<td>04/14/2006</td>
<td>10:53:32 AM PDT</td>
<td>gas1668b.adaptec.com</td>
<td>Could not clear the event logs for system gas1668b...</td>
</tr>
<tr>
<td>04/14/2006</td>
<td>10:40:46 AM PDT</td>
<td>bou2297c.adaptec.com</td>
<td>Reconfiguration complete: controller 1, logical device 3 (</td>
</tr>
</tbody>
</table>

Logged notifications are not sent to all systems in your storage space. In the Notifications Manager, you can specify which systems will send and receive logged notifications; then, you can add or delete systems as your storage space grows and changes.

Follow the instructions in this section to:

- Set up logged notifications (see the next section).
- Send a test notification (see page 108).
- Modify a system’s information or remove a system (see page 109).
- Disable logged notifications (see page 110).
- Clear the notification event log (see page 110).

Setting up Logged Notifications

This section describes how to set up logged notifications for one system in your storage space. You must complete the tasks in this section for each individual system that you want to monitor with logged notifications.

To set up logged notifications for a system:

1. Note this information for each system that will receive event notifications about the selected system:
   - Host name or TCP/IP address
   - TCP/IP port number (or the default, 34571)
2. In the Enterprise View, select the system you want.
3 On the tool bar, click Configure, point to the system, then click Notifications.

The Notifications Manager opens. The local system is automatically included in the list of systems receiving logged notifications. (By default, all local events are listed in the local event log.)

Note: You can access other features in this window, such as the Task Manager (see Scheduling Recurring or Resource-Intensive Jobs on page 80), by clicking their tabs.

4 In the tool bar, click Add system.

The Add System window opens.

5 Enter the host name or TCP/IP address of another system in your storage space that will receive event notifications generated by the local system. (If you are not using the default port number, 34571, enter the TCP/IP port.) Then, click Add.

Repeat this step to add other systems to Notifications Manager.
When you’re done, click **Cancel** to close the Add System window.

The systems you added appear in the Notifications Manager.

The systems you added appear in the Notifications Manager.

---

**Sending a Test Event**

To ensure that a system is receiving logged notifications, you can send a test event.

To send a test event:

1. In the Enterprise View, select the system you want.
2. On the tool bar, click **Configure**, point to the system, then click **Notifications**.
3. In the Notifications list, click on the system you want to send a test event to.
   
   **Note:** You can only send a test event to one system at a time.
4. On the menu bar, select **Actions**, then click **Send test event**.

The test event is sent. A message appears indicating either that the test event was sent successfully or that the test failed. (Click OK to clear the message.)

If the test is successful, the receiving system beeps once, and its event log shows that a test event was received.
If the test fails:

1. Ensure that the receiving system is powered on and running Adaptec Storage Manager.

2. Open the receiving system’s System Properties window (see Step 4 on page 109) and double-check the TCP/IP address and port number.

3. Try sending the test event again.

**Modifying a System’s Information or Remove a System**

Follow the instructions in this section to specify a notification level for a system, or change the TCP/IP information or host name of a system.

**Note:** Does this system receive notifications from more than one system? Ensure you enter the updated information on all affected systems.

To modify system information:

1. In the Enterprise View, select the system you want.

2. On the tool bar, click **Configure**, point to the system, then click **Notifications**.

   The Notifications Manager opens.

3. Select the system you want to modify.

4. In the System Properties window, enter the new information or select a new notification level in the Event Type drop-down menu, then click **OK**.

   ![System properties](image)

   Or,

   In the tool bar, click **Delete system**, then click **Yes** to confirm the deletion.

   Modifications become effective immediately. If you have deleted a system but you still want to be notified about status and activity by logged notifications, ensure that there is at least one system on the Notifications list. (See page 106 to add a new system.)
Disabling Logged Notifications

Logged notifications are enabled by default. You can choose disable them on a selected system, if required.

**Note:** If you disable logged notifications, events will be generated for that system but not broadcast—not even to the local Event Log.

To disable logged notifications:

1. In the Enterprise View, select the system you want.
2. On the tool bar, click **Configure**, point to the system, then click **Notifications**.
   
   The Notifications Manager opens.
3. On the menu bar, click **Actions**, then click **Disable notifications**. (See the illustration in Step 4 on page 108, if required.)

   Event notifications are disabled. The Notifications tab (shown at right) shows the red ‘disabled’ icon.

Re-enabling Logged Notifications

To re-enable logged notifications, repeat steps 1 and 3 in *Disabling Logged Notifications*, selecting Enable Notifications during Step 3.

Clearing the Notifications Manager Log

The bottom panel of the Notifications Manager displays status information and messages about the Notification Manager itself, such as whether notifications were sent successfully or not. To make it easier to monitor recent events, you can clear the log on a selected system.

To clear the Notification Log:

1. In the Enterprise View, select the system you want.
2. On the tool bar, click **Configure**, point to the system, then click **Notifications**.

   The Notifications Manager opens.
3. On the menu bar, click **File**, select **Clear the event log**, then click **Notifications**.

4. Click Yes to clear the log.

   The log is cleared.
Notifying Users by Email About Status and Activity

You can set up Adaptec Storage Manager to send email messages (or notifications) to a selected email address when an event, such as the creation of a pool or the failure of a disk drive, occurs on a system. Email notifications can help you monitor activity on your entire storage space from any location, and are especially useful in storage spaces that include multiple systems running the Adaptec Storage Manager Agent only.

Only the users you specify receive email notifications. You can specify which types of events generate email messages (Error, Informational, Warning). You can also specify if you want to be notified instantly when an event occurs to ensure that urgent issues receive immediate attention from the right people. Alternatively, you can specify that you want events “coalesced” and receive only one email message for each event type.

Follow the instructions in this section to:

- Set up email notifications (see page 111).
- Send a test email (see page 113).
- Modify a recipient's information or remove a recipient (see page 114).
- Modify email settings (see page 114).
- Disable email notifications (see page 115).

Setting Up Email Notifications

This section describes how to set up email notifications for one system. If you want to monitor multiple systems by email, you must complete the tasks in this section for each one separately.

Before you begin, note this information:

- The address of your Simple Mail Transfer Protocol (SMTP) server (host name and domain, or TCP/IP address)
- The name and email address of the person who will receive email notifications

To set up email notifications:

1. In the Enterprise View, select the system you want.
2. In the Adaptec Storage Manager tool bar, click Configure, point to the system, then click Email Notifications.
The Email Notifications Manager opens.

If you haven’t previously set up email notifications, the SMTP Server Settings window also opens, as shown in the next Step. (If email notifications are already set up, the SMTP Server Settings window doesn’t open. Skip to Step 5.)

Enter the address of your SMTP server and the server’s port number (or use the default port). Then enter the “From” address to appear in email notifications. If an email recipient will be replying to email notifications, be sure that the “From” address belongs to a system that is actively monitored.

If authentication is enabled on your SMTP server (that is, the server requires authentication details before it will send messages to users), select **Use Secure Mail Server**, then enter the SMTP server user’s login credentials in the space provided.

Click OK to save the settings.

In the Email Notifications Manager tool bar, click **Add email recipient**. The Add Email Recipient window opens.
6 Enter the recipient’s name and email address, select the level of events for which the recipient will receive an email, select the notification type—Instant or Coalesced—then click Add. (For more information on event levels, see page 104.)

**Note:** With Coalesced notifications, you receive one email message for a group of events, not for each event individually. The minimum interval between email messages is one minute.

Repeat this Step to add other recipients to the Email Notifications Manager.

7 When you’re done, click Cancel to close the Add Email Recipient window.

The email recipients you added appear in the Email Notifications Manager.

8 Repeat the steps in this section for each system you want to monitor with email notifications.

9 Close the Email Notifications Manager, then continue by sending test messages to all recipients, as described in the next section.

### Sending a Test Message

To ensure that an email recipient is receiving event notifications, you can send them a test message.

To send a test message:

1 In the Enterprise View, select the system you want.

2 In the Adaptec Storage Manager tool bar, click **Configure**, point to the system, then click **Email Notifications**.

The Email Notifications Manager opens.

3 Click on the email address you want to send the test message to.

**Note:** You can only send a test message to one email address at a time.
On the menu bar, select Actions, then click Send test message.

The test message is sent.

If the test is successful, the email recipient receives the test message. If the test fails:

a Ensure that the recipient’s email address is correct. (See Modifying a Recipient’s Information or Removing a Recipient on page 114 to modify the address.)

b Ensure that your SMTP server address is correct. (See Modifying Email Settings on page 114 to modify the address.)

c Try sending the test message again.

**Modifying a Recipient’s Information or Removing a Recipient**

This section describes how to modify a recipient’s email address, change the types of event notifications the recipient receives, or stop sending email notifications to a recipient from a selected system.

To modify a recipient’s information:

1 In the Enterprise View, select the system you want.

2 In the Adaptec Storage Manager tool bar, click Configure, point to the system, then click Email Notifications.

   The Email Notifications Manager opens.

3 Select the recipient you want, then click Modify email recipient. Change the information as required, then click OK.

   Or,

   Select the recipient you want, click Delete email recipient, then click Yes to confirm the deletion.

   Modifications become effective immediately.

**Modifying Email Settings**

You can modify these email settings as your needs change:

- Address of your SMTP server
- ‘From’ address that will appear in email notifications

To modify email settings:

1 In the Enterprise View, select the system you want.

2 In the Adaptec Storage Manager tool bar, click Configure, point to the system, then click Email Notifications.
The Email Notifications Manager opens.

3 On the menu bar, select Actions, then click SMTP server settings.

The SMTP Server Settings window opens.

4 Edit the SMTP server settings as required, then click Add to save the settings.

Disabling Email Notifications

Email notifications are enabled by default. You can choose disable them on a selected system, if required.

Note: If you disable email notifications, events will be generated but email messages won’t be sent.

To disable email notifications on a selected system:

1 In the Enterprise View, select the system you want.

2 In the Adaptec Storage Manager tool bar, click Configure, point to the system, then click Email Notifications.

The Email Notifications Manager opens.

3 On the menu bar, click Actions, then click Disable Email Notifications.

Email notifications are disabled. The Email Notifications tab (shown at right) shows the red ‘disabled’ icon.

Re-enabling Email Notifications

To re-enable email notifications, repeat Steps 1 and 2 in Disabling Email Notifications, selecting Enable Notifications during Step 2.

Clearing the Email Notifications Log

The Email Notifications log displays status information and messages about the Email Notification Manager itself, such as whether email notifications were sent successfully or not. To make it easier to monitor recent events, you can clear the Email Notifications log on a selected system.

To clear the Email Notifications log:

1 In the Enterprise View, select the system you want.

2 On the tool bar, click Configure, point to the system, then click Email Notifications.

The Email Notifications Manager opens.
3. On the menu bar, click File, select Clear the event log, then click Email Notifications.

4. Click Yes to clear the log.

The log is cleared.

### Notifying Users by SNMP Trap About Status and Activity

**Note:** Before attempting the tasks in this section, you should be familiar with SNMP traps concepts and technology.

If you are running Windows or Linux, you can use your operating system to monitor Simple Network Management Protocol (SNMP) traps in your storage space, such as disk drive failures and logical drive verifications. One system—typically the system where the GUI is installed—can receive SNMP trap notifications.

To configure SNMP support on:

- Windows, see the next section.
- Linux, see page 117.

### Setting Up SNMP Notifications on Windows

**Note:** Be sure your Windows installation includes SNMP support. By default, Windows 2000 and Windows XP do not install SNMP.

To install and configure SNMP support:

1. From your desktop, open the Windows Computer Management tool, then select Services from the tree.

2. Double-click SNMP Service.

The SNMP Service Properties window opens.
Chapter 9: Monitoring Status and Activity

3  Click the Traps tab, then enter the IP address of each system on which you want to enable traps.
4  Click OK.
5  Start the SNMP service.

Setting Up SNMP Notifications on Linux

For the Linux operating system, the Adaptec Storage Manager SNMP agent is a sub-agent that interfaces with the UCD-SNMP agentx architecture. UCD-SNMP is a third-party package for Linux; for information, documentation, and downloads, see www.net-snmp.org.

To configure SNMP support:
1  Install Adaptec Storage Manager (see page 20).
2  Add Adaptec OID information and agentx extension information to the snmp.conf.
3  Delete /var/agentx/master (socket file for agentx).
4  Start the snmpd daemon and agentx.
5  Start aus-snmp daemon.

Refer to your Linux documentation for information on configuring UCD-SNMP, agentx, and setting up traps.

Notifying All Users About Status and Activity

You can set Adaptec Storage Manager to send status alerts about a specified system to all users who are logged into your storage space. You might want to do this if your storage space isn't managed by a dedicated person, or if that particular system is off-site or not connected to a monitor. Event alerts signal everyone working on the storage space that a system requires technical assistance.

When you set Adaptec Storage Manager to broadcast event alerts, all logged-in users receive messages about all types of events. In Windows, these alerts appear as pop-up messages; in all other operating systems, these alerts appear as console messages.

When enabled, event alerts occur independent of event notifications (see page 106) and email notifications (see page 111).

To enable event alerts:
1  In the Enterprise View, select the system you want.

1  On the tool bar, click Configure, point to the system you want, then click General Settings.

The Adaptec Storage Manager Agent General Settings window opens for that system. (See the figure on page 131.)
2 Select Broadcast events to logged-in users, then click Save changes.
3 Restart Adaptec Storage Manager to apply the change.

Changing an Operating System’s Event Log Setting

In addition to the Adaptec Storage Manager event log, all Warning- and Error-level events on a system are recorded in its operating system event log. You can customize the level of events that are recorded, or you can disable operating system event logging.

To change or disable operating system event logging on a system:
1 In the Enterprise View, select the system.
2 In the tool bar, click Configure, point to the system, then click General Settings.

The Adaptec Storage Manager Agent General Settings window opens for the system you selected.

3 In the Save events in OS log drop-down menu, select the type of event logging that you want, then click Save changes.
4 Restart Adaptec Storage Manager to apply the new setting.
Logging Statistics for Remote Analysis

You can use Adaptec Storage Manager to gather advanced usage statistics for the RAID controllers in your system, and to periodically send the data to Adaptec, or other designated contacts, for analysis. This feature is referred to as “call home”.

The information gathered by Adaptec Storage Manager includes:

- Advanced IO and usage statistics for the controllers on your system, including MaxIQ cache statistics
  
  **Note:** If you prefer not to gather statistics for a controller, you can disable statistics logging. See *Disabling Statistics Logging on a Controller on page 93*.

- Controller configuration data, such as the number of logical drives, their RAID levels, and size

- Error log files

**Note:** Adaptec Storage Manager does not gather proprietary site information when logging statistics for remote analysis. In addition to logging I/O usage statistics, it gathers the same error log files and controller configuration data as the ASM support archive. For more information, see *Creating a Call Home Support Archive on page 123* and *Creating a Support Archive File on page 141*.

Follow the instructions in this section to:

- Set up the statistics logging frequency, reporting interval, and contact information (see next section).
- Configure proxy server settings (see page 121).
- Send a test message (see page 121).
- Disable/Enable call home messages (see page 122).
- Clear the Advanced Statistics Manager event log (see page 122).
- Create a call home support archive (see page 123).
- View the statistics for a controller, hard drive, SSD, or logical drive (see page 123).

**Setting Up Statistics Logging**

This section describes how to set up advanced statistics logging, including the logging frequency, reporting interval, and contact information. The logging frequency is the rate at which I/O statistics are read from the controller. The reporting interval determines how often Adaptec Storage Manager sends the data to your contacts.

**Note:** Typically, you enable statistics logging the first time you log in to Adaptec Storage Manager. If you haven’t enabled statistics logging, follow the instructions on page 122, then continue with the instructions below.

To set up statistics logging for a system:

1. In the Enterprise View, select the system you want.
2 On the tool bar, click **Configure**, point to the system, then click **Advanced Statistics**.

The Advanced Statistics Manager opens.

3 Adjust the Statistics logging frequency slider. (The default is 15 minutes.) Select **Save as .CSV** to save the statistics logs in both CSV and XML format; the default is XML only.

4 Adjust the Statistics transmission frequency slider. (The default is 1 day.)

5 In the Send statistics to field, select **Adaptec** and/or **Others**. If you select Others, enter the datacenter URL in the text box.

6 Adjust the Days to keep statistics logs slider. (The default is 1 day.)

7 Enter the storage location for the statistics logs or use the default location. Click **Browse** to select a location in your file system.

8 To send customer contact information along with the statistics logs, click **Send customer contact**, then enter the contact’s email address and phone number.

9 Click **Apply**.

**Note:** To transmit the statistics immediately and to delete the statistics logs, click **Clear all logs**, then click **Yes** to confirm.
**Configuring Proxy Server Settings**

Adaptec Storage Manager uses the Internet to send statistics to your designated contacts. If your network uses a proxy server to access the Internet, you must provide your proxy server connection settings.

To configure your proxy server connection settings:

1. In the Enterprise View, select the system you want.
2. On the tool bar, click **Configure**, point to the system, then click **Advanced Statistics**.
   
The Advanced Statistics Manager opens.
3. On the menu bar, select **Actions**, then click **Call Home connection settings**.
   
The Call Home connection settings window opens.

4. Enter your HTTP proxy server name and port number.
5. Click **OK**.

**Sending a Test Message**

To ensure that your contacts are receiving logged statistics, you can send a test message.

1. In the Enterprise View, select the system you want.
2. On the tool bar, click **Configure**, point to the system, then click **Advanced Statistics**.
   
The Advanced Statistics Manager opens.
3. On the menu bar, select **Actions**, then click **Call Home connection settings**.
   
The Call Home connection settings window opens.
4. Click **Send Call Home test message**. A message appears indicating either that the test message was sent successfully or that the test failed.
Click OK to clear the message, then click Cancel to close the Call Home connection settings window.

**Note:** If the test fails, try opening port 80. If the test continues to fail, your system administrator may need to add the Adaptec Storage Manager Agent to your proxy server’s white list.

### Disabling Call Home Messages

If you prefer not to send statistics to Adaptec or other contacts, you can disable call home messages. Adaptec Storage Manager will continue to collect statistics but will not send them to your contacts for analysis.

To disable call home messages on a system:

1. In the Enterprise View, select the system you want.
2. On the tool bar, click **Configure**, point to the system, then click **Advanced Statistics**.

   The Advanced Statistics Manager opens.

3. On the menu bar, click **Actions**, then click **Disable Advanced Statistics**.

   Call home messages are disabled. The Advanced Statistics tab (shown at right) shows the red ‘disabled’ icon.

### Re-Enabling Call Home Messages

To re-enable call home messages, repeat steps 1 and 2 in *Disabling Call Home Messages*, selecting **Enable Advanced Statistics** during Step 3.

### Clearing the Advanced Statistics Manager Event Log

The bottom panel of the Advanced Statistics Manager displays status information and messages about the Advanced Statistics Manager itself, such as whether call home messages were sent successfully or not. To make it easier to monitor recent events, you can clear the log on a selected system.

To clear the Advanced Statistics Manager event log:

1. In the Enterprise View, select the system you want.
2. On the tool bar, click **Configure**, point to the system, then click **Advanced Statistics**.

   The Advanced Statistics Manager opens.

3. On the menu bar, click **File**, select **Clear the event log**, then click **Advanced Statistics**.

4. Click Yes to clear the log.

   The log is cleared.
Creating a Call Home Support Archive

You can create a Call Home Support Archive to gather IO and usage statistics without waiting for the polling and transmission cycle to complete. Information saved in the archive includes (but is not limited to) statistics logs, device logs, drive logs, event logs, error logs, controller logs, and MaxIQ logs. The default name of the archive file is CallHomeSupport.zip.

To create the call home support archive:

1. In the Enterprise View, select the local or remote system.
2. In the menu bar, select **Actions**, then click **Save call home support archive**.
3. Enter a name for the archive file or accept the default name, then click **Save**.

Viewing Statistics

Use the Statistics Viewer to view IO and usage statistics for the controllers, hard drives, SSDs, and logical drives in your system, including MaxIQ cache statistics. Click on the component in the main window of Adaptec Storage Manager, select **Actions**, then:

- For hard drives, SSDs, or logical drives, click **View Statistics Data**
- For controllers, select **Advanced Statistics**, then click **View Statistics Data**

The statistics listed vary, depending on which type of component you select. The example below shows the MaxIQ statistics for a logical drive, including cache hits and misses and a histogram of cache hit distribution.
This chapter explains how to customize Adaptec Storage Manager as your requirements change and update it as new versions become available.
Chapter 10: Updating and Customizing Adaptec Storage Manager

Updating Adaptec Storage Manager

When newer versions of Adaptec Storage Manager become available, you can update your storage space, if required.

Newer versions of Adaptec Storage Manager can be downloaded from the Adaptec Web site at www.adaptec.com.

If a newer version of Adaptec Storage Manager includes features that are incompatible with an earlier version and therefore isn’t “downgradeable” after installation, you will be notified by Adaptec Storage Manager before the installation begins.

Note: If a previous version of Adaptec Storage Manager is installed on your system, you must remove it before installing a new version.

Adding Enhanced Features

As you grow your storage space, you can enhance data protection and improve performance by upgrading your Adaptec controller with extra features, then manage these enhanced features with Adaptec Storage Manager.

For the most up-to-date information about available upgrade features, refer to the Adaptec Web site at www.adaptec.com.

Locked features—features which are unavailable without a key—have a padlock icon beside them, as shown in the figure at right. If you select a locked feature, you are reminded that a key is required to unlock it.

To purchase a feature key (also known as a software license key), contact your Adaptec Reseller or refer to the Adaptec Web site at www.adaptec.com.

To unlock enhanced features with a feature key, see page 125.

Unlocking the Enhanced Features

To unlock enhanced features with a feature key:

1. In the Enterprise View, right-click the controller you want, then click Add feature key.
   The Add Feature Key window opens.

2. Enter the feature key, then click OK.

3. Click OK to confirm.
   The enhanced features are unlocked and are now ready for use.

Setting Preferences and Changing Views

Change display settings, and add or remove features from the Adaptec Storage Manager main window to make managing your IP SAN easier and more effective.

Note: The tasks described in this section are optional.

You can customize Adaptec Storage Manager by:

- Reorganizing the Enterprise view tree (see the next section).

- Selecting the standard unit of measure shown for disk drives (see page 127).
Excluding the tool bar or status bar from the main window, or turning off the Tool Tips (see page 127).

Reorganizing the Enterprise View
You can reorganize the Enterprise view tree to suit your needs.
You can set Adaptec Storage Manager to sort systems in the Enterprise View alphabetically or chronologically. (By default, systems are listed in alphabetical order.)

To reorganize the Enterprise View:
1. In the menu bar of the main window, select File, then click Preferences.
   The User Preferences window opens.
2. Click the Display options tab.

3. Change the System tree sorting or System tree orientation setting as required, then click OK.
   Note: The local system always appears first when you sort objects alphabetically.

The changes are applied immediately.
Chapter 10: Updating and Customizing Adaptec Storage Manager  ●  127

Setting the Standard Unit of Measure

You can set Adaptec Storage Manager to show disk drive capacity in measures of megabytes (MB), gigabytes (GB), or terabytes (TB).

You can choose the Auto-select setting to allow Adaptec Storage Manager to show the most appropriate unit of measure based on disk drive size. This option allows different disk drives to be shown in different units of measure. By default, disk drives are shown in GB.

To change the standard unit of measure:
1. In the menu bar of the main window, select **File**, then click **Preferences**.
2. Click the **Display options** tab.
3. In the **Capacity display units** drop-down menu, select the option you want.
4. Click **OK**.

The change is applied immediately.

Changing the Main Window Appearance

You can choose to remove the tool bar and status bar from the main Adaptec Storage Manager window to save space on-screen. You can also choose to turn off the Tool Tips that automatically appear when you place your cursor over on-screen items.

To change the appearance of the main window, in the menu bar select **View**. The options in the **View** menu are toggle switches, which means they can be selected and deselected by clicking them.

Managing Remote Systems

Adaptec Storage Manager has a wizard to help you manage the remote systems in your storage space. The wizard simplifies the process of connecting to remote systems from the local system and adding them to the Enterprise View.

When you start Adaptec Storage Manager, an “auto-discovery” task runs in the background, continuously searching your network for systems running the Adaptec Storage Manager Agent. The wizard presents a list of discovered systems. You can select systems to add to the Enterprise View when you start Adaptec Storage Manager. You can also remove systems you no longer want to manage.
Adding and Removing Remote Systems in the Wizard

This section describes how to add or remove discovered systems in the Remote systems wizard. When you add systems, you can set up a group login to connect to all selected systems with a single user name and password. You can also add discovered systems to the Enterprise View without logging in.

To add or remove remote systems in the wizard:

1. In the Enterprise View, select Direct Attached Storage.
2. From the Actions menu, select Manage Remote Systems.
   The wizard opens.
3. Select the discovered systems you want to add to the Enterprise View, then click Add. Click Add All to select all discovered systems.

To remove a system from the Enterprise View that you no longer want to manage, select it from the Managed systems list, then click Remove. Click Remove All to remove all managed systems.
4 Click Next, review the Managed systems summary, then click Apply.

5 If you removed systems that you no longer want to manage, the Removing systems window opens. To continue receiving events from these systems, select **Continue to receive events from remote system(s)** from the drop-down list; otherwise, select **Do not continue to receive events from remote system(s)**. Then, click OK.
6 If you added systems, Adaptec Storage Manager prompts you to enter login credentials for the selected systems. In the Login to managed system window, enter a user name and password if security is enabled on the remote systems. Select **Login to all selected systems with this username and password** to use the same username/password combination for all selected systems. (You will be prompted to login to each remote system individually if you do not choose this option.) Select **Save username/password** to use the same login credentials each time you start Adaptec Storage Manager.

To add all selected systems to the Enterprise view without logging in, select **Add all selected systems to managed system view without logging in**. Choosing this option causes all other options to be grayed out.

7 Click **Connect**. The wizard closes and the selected systems are added to the Enterprise View.

**Note:** Adaptec Storage Manager adds all selected systems to the Enterprise view even if login fails on some systems. For those systems, try logging in again with different credentials.

**Changing Auto-Discovery Settings**

Auto-discovery, in Adaptec Storage Manager, is enabled by default. The auto-discovery task runs in the background each time Adaptec Storage Manager is started. You can disable auto-discovery if desired, and configure the auto-discovery settings described below.

To change auto-discovery settings on a system:

1 In the Enterprise View, select the local system.

2 In the tool bar, click **Configure**, point to the system, then click **General Settings**.
Chapter 10: Updating and Customizing Adaptec Storage Manager

The Adaptec Storage Manager Agent General Settings window opens for the system you selected. The auto-discovery settings appear at the bottom:

3 To enable/disable auto-discovery, select Enable auto-discovery. (This option toggles between enabled and disabled.)

4 Update the auto-discovery settings, as required:
   - In the Auto discovery scopes field, enter a comma-separated list of scopes. To be discovered by the auto-discovery task, the local system and remote system must have at least one scope in common. The default scope for an Adaptec Storage Manager Agent is Auto Discovery.
   - In the Auto discovery base port number field, enter the port's TCP/IP address. You can use any port for auto-discovery. However, to use an existing SLP infrastructure, you must use port 427. The default port is 34570. If you change the port, you must restart the Adaptec Storage Manager Agent for the change to take effect.
   - In the Auto discovery heartbeat interval field, enter the number of seconds between each auto-discovery check. This number determines how often Adaptec Storage Manager checks for changes in remote system resources. The default is 360 seconds.
   - In the SLP Directory Agent address field, enter the TCP/IP address of the SLP Directory Agent. Applies only if you specified port 427 for an existing SLP infrastructure.

5 Click Save Changes.

Working with Display Groups

You can organize related local and remote systems into display groups within the Enterprise View to make monitoring and modifying your storage space faster, easier, and more efficient.

Once display groups are created, they’re sorted alphabetically and appear in the Enterprise View below any systems that are not part of a display group.

A system can belong to only one display group at a time; you can’t include the same system in multiple display groups.

Follow the instructions in this section to:
● Create display groups (see the next section).
● View display group properties (see page 133).
● Move a system from one group to another (see page 133).
● Rename a display group (page 134).
● Remove a system from a display group (page 134).
● Delete a display group (page 134).

Creating Display Groups

You can organize related local and remote systems into display groups to make managing your
storage space easier and more effective.

Systems in a display group appear together in the Enterprise View under the group name.

To create a display group:

1. In the Enterprise View, right-click on a system that you want to add to a display group,
   select Change display group, then click New group.

2. Enter a name for the new display group, then click OK.

The display group is created and the system you selected in Step 1 is added to it.
To add another system to the display group, repeat right-click on that system in the Enterprise View, select **Change display group**, then click the display group name.

The system is added to the display group.

**Note:** A system can belong to only one display group at a time; you can’t include the same system in multiple display groups.

### Viewing Display Group Status

To quickly view the status of systems within a display group, you can open the display group Properties window.

In the Enterprise View, right-click on the display group, then click **Properties**. The Properties window opens for that display group, summarizing the status of the systems that belong to that group.

### Moving a System from One Display Group to Another

To move a system from one display group to another:

1. In the Enterprise View, right-click the system you want to move.
2. Select **Change display group**, then click the name of the display group you want.

   The system moves to its new display group.
Renaming a Display Group

You can make managing your storage space easier and more efficient by giving your display groups meaningful names. To rename a display group:

1. In the Enterprise View, right-click on the display group, then click Rename display group.
2. Enter a new name for the display group, then click OK.

The Enterprise View shows the new name of the display group.

Removing a System from a Display Group

To remove a system from a display group:

1. In the Enterprise View, right-click the system you want to remove.
2. Select Change display group, then click None.

The system is removed from the display group.

Note: Systems that are not part of display groups are listed at the top of the Enterprise View, above any display groups.

Deleting a Display Group

If required, you can delete a display group. When you delete the display group, the systems that belonged to it are listed at the top of the Enterprise View, above any remaining display groups.

To delete a display group:

1. In the Enterprise View, right-click on the display group.
2. Click Delete display group.

The display group is deleted and the systems that belonged to it are no longer grouped together in the Enterprise View.
Solving Problems

In this chapter...

General Troubleshooting Tips ................................................................. 136
Identifying a Failed or Failing Component .............................................. 136
Stopping the Creation of a New Logical Drive ..................................... 137
Recovering from a Disk Drive Failure .................................................. 137
Rebuilding Logical Drives ................................................................. 140
Solving Notification Problems ............................................................. 141
Creating a Support Archive File ......................................................... 141
Understanding Error and Warning Messages ........................................ 142
General Troubleshooting Tips

If you experience problems installing or using Adaptec Storage Manager, follow these suggestions:

- Ensure that you are logged in to Adaptec Storage Manager at the permission level you need to perform the tasks you want. (See page 27 for more information.)
- Ensure that all managed systems are powered on and that you are logged in to any remote systems you want to manage. (See page 32 for more information.)
- Check all cable connections.
- Try uninstalling and reinstalling Adaptec Storage Manager.

Identifying a Failed or Failing Component

When you are notified of a Warning- or Error-level event, use Adaptec Storage Manager’s rapid fault isolation feature to quickly identify the source of the problem.

For instance, in this example, a disk drive has failed. To find the failed disk drive, follow the yellow Error icons:
**Stopping the Creation of a New Logical Drive**

To stop the creation of a new logical drive, right-click on the magnifying glass icon, then select *Stop current task*. You can also change the priority of the build task to High, Medium, or Low by selecting *Change background task priority* from the same right-click menu.

---

**Recovering from a Disk Drive Failure**

When a disk drive fails for any reason, it is represented in Adaptec Storage Manager with a red X, as shown at right.

This section explains how to recover when a disk drive fails:

- If the logical drive was protected by a hot spare (see the following section).
- If the logical drive was *not* protected by a hot spare (see page 138).
- If there is a disk drive failure in more than one logical drive simultaneously (see page 138).
- If it is a RAID 0 logical drive (see page 138).
- If multiple disk drives fail within the same logical drive (see page 139).
- If you want to force a logical drive with multiple drive failures back online (see page 140).

**Failed Disk Drive Protected by a Hot Spare**

When a logical drive is protected by a hot spare, if a disk drive in that logical drive fails the hot spare is automatically incorporated into the logical drive and takes over for the failed drive.

For instance, when a disk drive fails in the RAID 5 logical drive shown in the next example, the logical drive is automatically *rebuilt* (its data is reconstructed) using the hot spare in place of the failed drive. You can access the logical drive while it’s rebuilding.
**Note:** A hot spare icon changes from light-blue to dark-blue when it becomes part of a logical drive.

To recover from the failure:

1. Remove and replace the failed disk drive (following manufacturer’s instructions).

2. If copyback is not enabled—Remove the 'hot spare' designation from the original hot spare (the disk drive that was built into the logical drive). See page 56 for instructions. Then, designate a new hot spare to protect the logical drives on that controller.

   If copyback is enabled—Data is automatically moved back to its original location once the controller detects that the failed drive has been replaced. No action is required. See *Enabling Copyback* on page 57 for more information.

**Failed Disk Drive Not Protected by a Hot Spare**

When a logical drive is not protected by a hot spare, if a disk drive in that logical drive fails, remove and replace the failed disk drive. The controller detects the new disk drive and begins to rebuild the logical drive. You can access the logical drive while it’s rebuilding.

For instance, when one of the disk drives fails in the RAID 1 logical drive shown in the next example, the logical drive is *not* automatically rebuilt. The failed disk drive must be removed and replaced before the logical drive can be rebuilt.

If the controller fails to rebuild the logical drive, check that the cables, disk drives, and controllers are properly installed and connected. Then, if necessary, follow the instructions in *Rebuilding Logical Drives* on page 140.

**Failure in Multiple Logical Drives Simultaneously**

If there's a disk drive failure in more than one logical drive at the same time (one failure per logical drive), and the logical drives have hot spares protecting them, the controller rebuilds the logical drives with these limitations:

- A hot spare must be of equal or greater size than the failed disk drive it’s replacing.

- Failed disk drives are replaced with hot spares in the order in which they failed. (The logical drive that includes the disk drive that failed first is rebuilt first, assuming an appropriate hot spare is available—see the previous bullet.)

If there are more disk drive failures than hot spares, see *Failed Disk Drive Not Protected by a Hot Spare* on page 138.

If copyback is enabled, data is moved back to its original location once the controller detects that the failed drive has been replaced. See *Enabling Copyback* on page 57 for more information.

**Disk Drive Failure in a RAID 0 Logical Drive**

Because RAID 0 volumes do not include redundancy, if a disk drive fails in a RAID 0 logical drive, the data can't be recovered.
Correct the cause of the failure or replace the failed disk drives. Then, restore your data (if available).

**Multiple Disk Drive Failures in the Same Logical Drive**

If multiple disk drives fail in the same logical drive, you may be able to recover the data by recreating the logical drive in the wizard without the initialization step. Omitting the initialization step reconstructs the logical drive metadata without modifying or destroying any other data on the disks.

**Note:** RAID 6 and RAID 60 logical drives support two simultaneous disk drive failures (see page 160). In some instances, RAID 10 and RAID 50 logical drives may survive multiple disk drive failures, depending on which disk drives fail. See [Selecting the Best RAID Level on page 152](#) for more information.

**Caution:** This procedure is not guaranteed to successfully recover your logical drive. The preferred and surest way to recover your data is to restore the failed logical drive from backup.

To recreate the logical drive after multiple drive failures:

1. Start the logical drive wizard, select Custom, then click Next.
2. Choose the same RAID level as the original logical drive, then click Next.
3. Select the same set of disk drives as the original logical drive.
4. Ensure that all Advanced settings are the same as the original logical drive, click Skip initialization, then click Next.
5. Click Yes to confirm that you do not want to initialize the logical drive.
6. Click Apply, then click Yes.

Adaptec Storage Manager begins building the logical drive.

7. Check the logical drive for data and file system integrity. If you still cannot access the data, initialize the physical drives (to erase the metadata), then rebuild the logical drive again without initialization, selecting the disk drives in a different order in Step 3. You may need to try several different “stripe orders” before you can recover the data.

**Note:** In the Properties panel, uninitialized logical drives have the status “created without initialization”.

Forcing a Logical Drive with Multiple Drive Failures Back Online

If multiple disk drives fail in the same logical drive, you may be able to recover the data by forcing the logical drive back online. For instance, if two drives fail in a RAID 5, forcing it online may allow you to access the data, depending on which disk drives failed.

Caution: This procedure is not guaranteed to successfully recover your logical drive. The preferred and surest way to recover your data is to restore the failed logical drive from backup. Before using this procedure, check all connectors (cables, power, and so on), then try restoring the logical drive by performing a bus rescan or restarting the server.

To force a logical drive online:

1. In the Logical Devices View, select the failed logical drive.
2. In the menu bar, select Actions, then click Force online.
3. Click Yes to confirm, then click OK.
4. If Adaptec Storage Manager successfully forces the logical drive online, check it for data and file system integrity. If some disks are still missing from the logical drive, reinsert or replace them and allow Adaptec Storage Manager to rebuild the logical drive. Then verify that drive status has returned to Optimal.

Note: If the operation fails, follow the on-screen prompts to try the Advanced options for forcing the logical drive online. Only expert users should try the Advanced options.

Removing a Failed Disk Drive’s Icon

Note: You can only complete this task on disk drives that are not included in any logical drive.

When a disk drive fails, it may still appear in Adaptec Storage Manager although it is no longer available. To see an accurate representation of your storage space and make it easier to monitor your disk drives, you can remove a failed disk drive from the Physical Devices View.

In the Physical Devices View, right-click the failed disk drive, then click Remove failed drive.

Rebuilding Logical Drives

A hot-swap rebuild occurs when a controller detects that a failed disk drive in a logical drive has been removed and then reinserted.

To start a hot-swap rebuild:

1. Following manufacturer’s instructions, gently pull the failed disk drive from the server without fully removing it, then wait for it to spin down fully before continuing.
2. If there is nothing wrong with the disk drive, reinstall it, following manufacturer’s instructions.
   If necessary, replace the failed disk drive with a new disk drive of equal or larger size.
3. The controller detects the reinserted (or new) disk drive and begins to rebuild the logical drive.
Solving Notification Problems

To test notifications on your storage space, you can send test events or emails to ensure that they’re being received properly.

If your test event fails:

1. Ensure that the remote system is powered on and running Adaptec Storage Manager.
2. Open the remote system's System Properties window (see Step 4 on page 109) and double-check the TCP/IP address and port number.
3. Try sending the test event again.

If your test email fails:

1. Ensure that the recipient’s email address is correct. (See Modifying a Recipient’s Information or Removing a Recipient on page 114 to modify the address.)
2. Ensure that your SMTP server address is correct. (See Modifying Email Settings on page 114 to modify the address.)
3. Try sending the test message again.

Creating a Support Archive File

Your Adaptec Storage Manager service representative might ask you to create a configuration and status information archive file to help diagnose a problem with your system.

To create the archive file:

1. In the Enterprise View, click the local or remote system on which the problem is occurring.
2. In the menu bar, select Actions, then click Save support archive.
3. Enter a name for the archive file or accept the default name, then click Save.
Understanding Error and Warning Messages

This section provides detailed information about error and warning events that occur in Adaptec Storage Manager.

### Warning Messages

<table>
<thead>
<tr>
<th>Warning</th>
<th>Warning Message Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>ArrayCritical</td>
<td>Ready disk drives are still available</td>
</tr>
<tr>
<td>HotSpareTooSmall</td>
<td>The hot spare is too small to protect the specified array</td>
</tr>
<tr>
<td>HotSpareWontWork</td>
<td>At least one logical drive is not protected by the specified hot spare</td>
</tr>
<tr>
<td>InitLD</td>
<td>Hot spare is too small for use by at least one array</td>
</tr>
<tr>
<td>NoService</td>
<td>The specified logical drive was not initialized</td>
</tr>
<tr>
<td>SyncLD</td>
<td>Could not contact Adaptec Storage Manager Agent. Adaptec Storage Manager may not function correctly. Please start the Agent.</td>
</tr>
</tbody>
</table>

### Error Messages

<table>
<thead>
<tr>
<th>Error</th>
<th>Error Message Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>AbortTask</td>
<td>Could not stop the specified currently running task</td>
</tr>
<tr>
<td>AccessControl</td>
<td>Could not write the logical drive access control list</td>
</tr>
<tr>
<td>AddToDiskSet</td>
<td>Could not add drives to the specified diskset</td>
</tr>
<tr>
<td>AgentRemoved</td>
<td>Could not remove the specified Agent</td>
</tr>
<tr>
<td>ArrayInUse</td>
<td>Could not delete the specified array. One or more initiators are logged into a logical drive(s) contained within this array</td>
</tr>
<tr>
<td>ArraysInUse</td>
<td>Could not delete all of the specified arrays. One or more initiators are logged into a logical drive(s) contained within this array</td>
</tr>
<tr>
<td>BreakRemoteMirror</td>
<td>Could not break the specified remote mirror facet</td>
</tr>
<tr>
<td>CalibrateBatteryController</td>
<td>Could not recalibrate the specified battery</td>
</tr>
<tr>
<td>ChangeArraylName</td>
<td>Could not change the name of the specified array</td>
</tr>
<tr>
<td>ChangeBIOSMode</td>
<td>Could not change the BIOS-compatibility mapping</td>
</tr>
<tr>
<td>ChangeDiskSetName</td>
<td>Could not change the name of diskset</td>
</tr>
<tr>
<td>ChangeLogicalLun</td>
<td>Could not change the LUN of the specified logical drive</td>
</tr>
<tr>
<td>Error</td>
<td>Error Message Text</td>
</tr>
<tr>
<td>-----------------------</td>
<td>---------------------------------------------------------------</td>
</tr>
<tr>
<td>ChangeLogicalName</td>
<td>Could not change the name of the specified logical drive</td>
</tr>
<tr>
<td>ChangeNtpServer</td>
<td>Could not update the specified NTP server</td>
</tr>
<tr>
<td>ChangeTimeDate</td>
<td>Could not change the date and time</td>
</tr>
<tr>
<td>ChgAlarm</td>
<td>Could not change the alarm setting</td>
</tr>
<tr>
<td>ChgDataScrubRate</td>
<td>Could not change the background consistency check rate</td>
</tr>
<tr>
<td>ChgRebuildRate</td>
<td>Could not change the rebuild rate</td>
</tr>
<tr>
<td>ChgSCSIXferSpeed</td>
<td>Could not change the SCSI transfer speed</td>
</tr>
<tr>
<td>ChgStripeSize</td>
<td>Could not change the specified stripe size</td>
</tr>
<tr>
<td>ChgTaskPriority</td>
<td>Could not change task priority</td>
</tr>
<tr>
<td>ClearAdapterLogsFail</td>
<td>Could not clear the event logs for the specified system</td>
</tr>
<tr>
<td>ClearEnclosureLogsFail</td>
<td>Could not clear the event logs for specified enclosure</td>
</tr>
<tr>
<td>ClearHardDrive</td>
<td>Clear failed to start for the specified disk drive</td>
</tr>
<tr>
<td>CommFailure</td>
<td>You must re-establish communication with specified system</td>
</tr>
<tr>
<td>CommFailure1</td>
<td>Restart the Adaptec Storage Manager Agent to establish communication with the local system</td>
</tr>
<tr>
<td>ControllerRescan</td>
<td>Could not rescan for the specified controller</td>
</tr>
<tr>
<td>ControllerRestart</td>
<td>Could not restart the specified controller</td>
</tr>
<tr>
<td>ControllerShutDown</td>
<td>Could not shut down the specified controller</td>
</tr>
<tr>
<td>CreateDiskSet</td>
<td>Could not create the diskset</td>
</tr>
<tr>
<td>CreateLDError</td>
<td>There was an error creating specified logical drive</td>
</tr>
<tr>
<td>CreateSimpleVolume</td>
<td>Could not create a simple volume</td>
</tr>
<tr>
<td>DataScrub</td>
<td>Could not change the background consistency check mode</td>
</tr>
<tr>
<td>DDDAdInternal</td>
<td>Failed drive—Controller internal failure</td>
</tr>
<tr>
<td>DDDDDeviceNotFound</td>
<td>Failed drive—Device not found</td>
</tr>
<tr>
<td>DDDDDeviceNotReady</td>
<td>Failed drive—Specified device will not come ready</td>
</tr>
<tr>
<td>DDDDDriveAddedToSystem</td>
<td>Failed drive—Specified disk drive added to server</td>
</tr>
<tr>
<td>DDDDDriveNotBelong1</td>
<td>Failed drive—Specified disk drive does not belong</td>
</tr>
<tr>
<td>DDDDDriveNotBelong2</td>
<td>Failed drive—Specified disk drive does not belong</td>
</tr>
<tr>
<td>DDDDDriveNotFound</td>
<td>Failed drive—Specified disk drive not found</td>
</tr>
<tr>
<td>DDDDDriveNotPartOfCluster</td>
<td>Failed drive—Specified disk drive is not part of the cluster</td>
</tr>
<tr>
<td>Error</td>
<td>Error Message Text</td>
</tr>
<tr>
<td>----------------------------</td>
<td>--------------------------------------------------------</td>
</tr>
<tr>
<td>DDDHardwareError</td>
<td>Failed drive—Internal hardware error</td>
</tr>
<tr>
<td>DDDInternalHW</td>
<td>Failed drive—Internal hardware error</td>
</tr>
<tr>
<td>DDDIOSubSystem1</td>
<td>Failed drive—I/O subsystem error</td>
</tr>
<tr>
<td>DDDIOSubSystem2</td>
<td>Failed drive—I/O subsystem error</td>
</tr>
<tr>
<td>DDDIOSubSystem3</td>
<td>Failed drive—I/O subsystem error</td>
</tr>
<tr>
<td>DDDSCSI1</td>
<td>Failed drive—SCSI error</td>
</tr>
<tr>
<td>DDDSCSI2</td>
<td>Failed drive—SCSI error</td>
</tr>
<tr>
<td>DDDSCSI3</td>
<td>Failed drive—SCSI error</td>
</tr>
<tr>
<td>DDDSCSIBusParity</td>
<td>Failed drive—SCSI bus parity error</td>
</tr>
<tr>
<td>DDDSCSIBusTest</td>
<td>Failed drive—SCSI bus test error</td>
</tr>
<tr>
<td>DDDSCSIChanNotOperational</td>
<td>Failed drive—SCSI channel is not operational</td>
</tr>
<tr>
<td>DDDSCSIErrUnknown</td>
<td>Failed drive—Unknown SCSI error</td>
</tr>
<tr>
<td>DDDUnknownDriveFound</td>
<td>Failed drive—Unknown disk drive on controller</td>
</tr>
<tr>
<td>DDDUnknownDriveInCluster</td>
<td>Failed drive—Unknown disk drive in cluster</td>
</tr>
<tr>
<td>DDDUnknownSASError</td>
<td>Failed drive—Unknown SAS error</td>
</tr>
<tr>
<td>DDDUserAcceptedInitChange</td>
<td>Failed drive—User accepted</td>
</tr>
<tr>
<td>DDDUserMarked</td>
<td>Failed drive—User marked 'failed'</td>
</tr>
<tr>
<td>DDDUserMarkedFailed</td>
<td>Failed drive—User marked 'failed'</td>
</tr>
<tr>
<td>DeleteArray</td>
<td>Could not delete the specified array</td>
</tr>
<tr>
<td>DeleteArrays</td>
<td>Could not delete all of the specified arrays</td>
</tr>
<tr>
<td>DeleteDiskSet</td>
<td>Could not delete the diskset</td>
</tr>
<tr>
<td>DeleteHArray</td>
<td>Could not delete the specified spanned array</td>
</tr>
<tr>
<td>DeleteLogDrive</td>
<td>Could not delete the specified logical drive</td>
</tr>
<tr>
<td>DisCopyBackMode</td>
<td>Could not disable copy back mode</td>
</tr>
<tr>
<td>DisReadCache</td>
<td>Could not disable read cache</td>
</tr>
<tr>
<td>DisUnattendedMode</td>
<td>Could not disable unattended mode</td>
</tr>
<tr>
<td>DisWriteCache</td>
<td>Could not disable write cache</td>
</tr>
<tr>
<td>EnclosureRestart</td>
<td>Could not restart the specified enclosure</td>
</tr>
<tr>
<td>EnclosureShutDown</td>
<td>Could not shut down the specified enclosure</td>
</tr>
<tr>
<td>Error</td>
<td>Error Message Text</td>
</tr>
<tr>
<td>---------------------------</td>
<td>------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>EnCopyBackMode</td>
<td>Could not enable copy back mode</td>
</tr>
<tr>
<td>EnReadCache</td>
<td>Could not enable read cache</td>
</tr>
<tr>
<td>EnUnattendedMode</td>
<td>Could not enable unattended mode</td>
</tr>
<tr>
<td>EnWriteCache</td>
<td>Could not enable write cache</td>
</tr>
<tr>
<td>EventNotSent</td>
<td>Could not send the event to the system</td>
</tr>
<tr>
<td>ExportedArray</td>
<td>Could not export the specified array</td>
</tr>
<tr>
<td>FactoryDefault</td>
<td>Could not restore the configuration to the factory-default settings</td>
</tr>
<tr>
<td>FailbackDiskSet</td>
<td>Could not move diskset</td>
</tr>
<tr>
<td>FailedAtPort</td>
<td>Adaptec Storage Manager failed to start at specified port number</td>
</tr>
<tr>
<td>FailedSelfTest</td>
<td>Specified self-test problem code was returned from specified controller, channel, SCSI ID, S/N</td>
</tr>
<tr>
<td>FailedSelfTestStart</td>
<td>One or more of the selected disk drives failed to execute the self-test. View the RaidErrA.log file on the Adaptec Storage Manager Agent for details</td>
</tr>
<tr>
<td>FailedToConnect</td>
<td>Failed to connect to specified host name at specified port number</td>
</tr>
<tr>
<td>FailedToReadNOT</td>
<td>Failed to read the notification list file</td>
</tr>
<tr>
<td>FailedToReadSEC</td>
<td>Failed to read the user accounts file</td>
</tr>
<tr>
<td>FailIncompatible</td>
<td>Failed to connect to the specified host name due to incompatible software versions</td>
</tr>
<tr>
<td>FailOver</td>
<td>Could not fail from the active device to the passive device</td>
</tr>
<tr>
<td>FailoverDiskSet</td>
<td>Could not move diskset</td>
</tr>
<tr>
<td>HostList</td>
<td>Could not write the host initiator list</td>
</tr>
<tr>
<td>HotSwap</td>
<td>Could not enable the automatic rebuild on replacement operation</td>
</tr>
<tr>
<td>ImageSelect</td>
<td>Could not change the firmware to the specified boot image</td>
</tr>
<tr>
<td>ImportConfig</td>
<td>Could not copy the configuration from the specified drives</td>
</tr>
<tr>
<td>ImportedArray</td>
<td>Could not import the specified array</td>
</tr>
<tr>
<td>IncreaseLogDrive</td>
<td>Could not increase the size of the specified logical drive</td>
</tr>
<tr>
<td>InitHardDrive</td>
<td>Could not initialize the specified disk drive</td>
</tr>
<tr>
<td>InitLogDrive</td>
<td>Could not initialize the specified logical drive</td>
</tr>
<tr>
<td>KillOtherController</td>
<td>Could not kill other controller</td>
</tr>
<tr>
<td>LDM</td>
<td>Could not start the specified logical drive reconfiguration</td>
</tr>
<tr>
<td>LogIn</td>
<td>The user could not be logged in</td>
</tr>
<tr>
<td>Error</td>
<td>Error Message Text</td>
</tr>
<tr>
<td>--------------------</td>
<td>-----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>LogOut</td>
<td>The user could not be logged out</td>
</tr>
<tr>
<td>MaybeReadCache</td>
<td>Could not set read cache mode to 'enabled when protected by battery'</td>
</tr>
<tr>
<td>MaybeWriteCache</td>
<td>Could not set write cache mode to 'enabled when protected by battery'</td>
</tr>
<tr>
<td>MergeOwnNS</td>
<td>Could not copy the configuration from the non-shared logical drives</td>
</tr>
<tr>
<td>Rebuild</td>
<td>Could not set the drive to the specified rebuild state</td>
</tr>
<tr>
<td>RemoveAHS</td>
<td>Could not delete the dedicated hot spare drive</td>
</tr>
<tr>
<td>RemoveFromDiskSet</td>
<td>Could not remove drives from the specified diskset</td>
</tr>
<tr>
<td>RemoveHSP</td>
<td>Could not delete the specified hot spare drive</td>
</tr>
<tr>
<td>RemoveSHS</td>
<td>Could not delete the specified standby hot-spare drive</td>
</tr>
<tr>
<td>ReplaceDHS</td>
<td>Could not replace the specified failed drive</td>
</tr>
<tr>
<td>ScanDrives</td>
<td>Could not perform the bus rescan</td>
</tr>
<tr>
<td>SetArrayOnline</td>
<td>Could not send the Array Optimal command to the specified controller</td>
</tr>
<tr>
<td>SetChannelInitiatorId</td>
<td>Could not set the specified SCSI initiator ID</td>
</tr>
<tr>
<td>SetContDiskCachePolicy</td>
<td>Could not change the specified global drive cache policy</td>
</tr>
<tr>
<td>SetHostId</td>
<td>Could not set the specified controller name</td>
</tr>
<tr>
<td>SetITNexusLossTime</td>
<td>Could not change I_T nexus loss time</td>
</tr>
<tr>
<td>SetMergeGroup</td>
<td>Could not set the specified merge-group number</td>
</tr>
<tr>
<td>SetPartnerId</td>
<td>Could not set the specified partner controller name</td>
</tr>
<tr>
<td>SetSpareSet</td>
<td>Could not change the specified spare set attribute</td>
</tr>
<tr>
<td>SetToAHotSpare</td>
<td>Could not create a dedicated hot spare drive</td>
</tr>
<tr>
<td>SetToDefunct</td>
<td>Could not set the specified drive to failed</td>
</tr>
<tr>
<td>SetToEmpty</td>
<td>Could not remove the specified failed drive</td>
</tr>
<tr>
<td>SetToHotSpare</td>
<td>Could not create a hot-spare drive</td>
</tr>
<tr>
<td>SetToOnline</td>
<td>Could not set the specified failed drive to optimal</td>
</tr>
<tr>
<td>SetToSHotSpare</td>
<td>Could not create a standby hot-spare drive</td>
</tr>
<tr>
<td>SetWce</td>
<td>Could not change the write-cache mode</td>
</tr>
<tr>
<td>SyncArray</td>
<td>Could not start the array verify</td>
</tr>
<tr>
<td>SyncLogDrive</td>
<td>Could not start the logical drive verify</td>
</tr>
<tr>
<td>TargetInfo</td>
<td>Could not write the logical drive target information</td>
</tr>
<tr>
<td>Error</td>
<td>Error Message Text</td>
</tr>
<tr>
<td>-------------------------</td>
<td>-----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Unblock</td>
<td>Could not unblock the specified logical drive</td>
</tr>
<tr>
<td>UnkillOtherController</td>
<td>Could not unkill other controller</td>
</tr>
<tr>
<td>UserAccounts</td>
<td>Could not write the target user account list</td>
</tr>
<tr>
<td>VerifyArray</td>
<td>Could not start the array verify</td>
</tr>
<tr>
<td>VerifyFixHardDrive</td>
<td>Verify with fix failed to start</td>
</tr>
<tr>
<td>VerifyHardDrive</td>
<td>Verify failed to start</td>
</tr>
<tr>
<td>VolumeInUse</td>
<td>Could not delete the specified logical drive. One or more initiators are logged into the logical drive.</td>
</tr>
</tbody>
</table>
Completing a Silent Windows Installation

In this appendix...

Completing a Silent Installation................................................................. 150
Available Properties and Values................................................................. 151
Example Command Line Installations....................................................... 151

This appendix describes for advanced users how to complete a silent Windows installation of Adaptec Storage Manager instead of following the installation instructions provided in Installing on Windows on page 19. A silent installation uses command line parameters to complete an installation without messages or user interaction.

Note: If a previous version of Adaptec Storage Manager is installed on your system, you must remove it before beginning this installation. Use the Add or Remove Programs tool in the Control Panel.
Completing a Silent Installation

You will need the Adaptec RAID Controller Installation DVD to complete this task.

To complete a silent installation:

1. Insert the DVD into your DVD drive.
2. Open a command prompt window and change to the DVD directory.
3. Run the silent installation from the command line using one of these files, as appropriate:
   - setup asm x64.exe or setup asm x86.exe. For example:
     ```shell
     setup asm x86.exe /s /v" /qn <properties>"
     ```
   - where `<properties>` is one or more of the options listed in Available Properties and Values on page 151.
   - Separate properties with spaces; separate feature names for the ADDLOCAL property with commas (see examples on page 151).

Note: Synchronous Installation—To install Adaptec Storage Manager so that the .exe file does not close until the installation is complete, add the /w parameter to the .exe file and run the application with the start /WAIT command as shown in this example:

   ```shell
   start /WAIT setup asm x64.exe /w /s /v* /qn <OPTIONS>"
   ```

   You might want to do this for a batch file installation so that the setup will not return until the installation is finished.

After a minute or two, the silent installation should be complete and the Adaptec Storage Manager icon should be accessible. Continue with Building Your Storage Space on page 25.
Available Properties and Values

<table>
<thead>
<tr>
<th>Property</th>
<th>Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>INSTALLDIR</td>
<td>Specifies the installation path. If you are specifying the installation path, it must be set for a command line install, and must be enclosed in escaped quotation marks. For example: <code>INSTALLDIR=&quot;C:\Program Files\Adaptec\Adaptec Storage Manager&quot;</code></td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> If you do not explicitly set the installation path, the default path is <code>C:\Program Files\Adaptec\Adaptec Storage Manager&quot;</code></td>
</tr>
<tr>
<td>ADDLOCAL</td>
<td>(Required) <strong>Note:</strong> Use commas to separate multiple values.</td>
</tr>
<tr>
<td></td>
<td>● ALL—Installs all of the following features. If you specify ALL, do not also specify any of the following values.</td>
</tr>
<tr>
<td></td>
<td>● Agent—Installs the Adaptec Storage Manager Direct Attached Storage Agent. If this feature is installed, your system will reboot if RAID controllers that use the filter driver are installed. If necessary, use the REBOOT property to suppress this.</td>
</tr>
<tr>
<td></td>
<td>● ASMReadme—Installs the Readme file in its Start menu shortcut.</td>
</tr>
<tr>
<td></td>
<td>● CLITools—Installs the Command Line Interface tool.</td>
</tr>
<tr>
<td></td>
<td>● Console—Installs the Adaptec Storage Manager GUI.</td>
</tr>
<tr>
<td></td>
<td>● SNMPSupport—Installs SNMP support for Adaptec Storage Manager. Requires the Agent feature to be installed. If you select the SNMPSupport feature, the Agent feature is automatically included, even if you don’t specify it.</td>
</tr>
<tr>
<td>REBOOT</td>
<td>(Not Required)</td>
</tr>
<tr>
<td></td>
<td>● Force—Forces a reboot at the end of the installation.</td>
</tr>
<tr>
<td></td>
<td>● Suppress—Suppresses a reboot unless files were in use and could not be overwritten during installation.</td>
</tr>
<tr>
<td></td>
<td>● ReallySuppress—Suppresses all reboots at the end of the installation.</td>
</tr>
<tr>
<td></td>
<td><strong>NOTE:</strong> A reboot is only forced by the Adaptec installer if you have installed the DSM or if any files can’t be overwritten.</td>
</tr>
</tbody>
</table>

Example Command Line Installations

- To install all DAS options, which include the Console, Agent, Readme, and SNMP Support:
  ```
  setup asm x86.exe /s /v"/qn ADDLOCAL=Console,Agent,,ASMReadme,SNMPSupport"
  ```

- To install just the Agent and suppress a reboot at the end of installation:
  ```
  setup asm x86.exe /s /v"/qn ADDLOCAL=Agent REBOOT=ReallySupress"
  ```

- To install only the CLI Tools and suppress a reboot:
  ```
  setup asm x86.exe /s /v"/qn ADDLOCAL=CLITools REBOOT=ReallySupress"
  ```

- To install the GUI feature to a different installation path:
  ```
  setup asm x86.exe /s /v"/qn ADDLOCAL=Console INSTALLDIR="C:\Adaptec Storage Manager""
  ```

- To install and have setup wait until the install finishes before it closes:
  ```
  start /WAIT setup asm x86.exe /w /s /v"/qn ADDLOCAL=Console,Agent REBOOT=ReallySupress"
  ```
In this appendix...

- Comparing RAID Levels ................................................................. 153
- Understanding Drive Segments .................................................. 153
- Non-redundant Logical Drives (RAID 0) ....................................... 154
- RAID 1 Logical Drives ................................................................. 155
- RAID 1 Enhanced Logical Drives .................................................. 155
- RAID 10 Logical Drives ............................................................. 156
- RAID 5 Logical Drives ................................................................. 157
- RAID 5EE Logical Drives ............................................................ 158
- RAID 50 Logical Drives ............................................................. 159
- RAID 6 Logical Drives ............................................................... 160
- RAID 60 Logical Drives ............................................................. 160

When you create logical drives in Adaptec Storage Manager, you can assign a RAID level to protect your data.

Each RAID level offers a unique combination of performance and redundancy. RAID levels also vary by the number of disk drives they support.

This chapter provides a comparison of all the RAID levels supported by Adaptec Storage Manager, and provides a basic overview of each to help you select the best level of protection for your storage system.
Comparing RAID Levels

Use this table to select the RAID levels that are most appropriate for the logical drives on your storage space, based on the number of available disk drives and your requirements for performance and reliability.

<table>
<thead>
<tr>
<th>RAID Level</th>
<th>Redundancy</th>
<th>Disk Drive Usage</th>
<th>Read Performance</th>
<th>Write Performance</th>
<th>Built-in Hot Spare</th>
<th>Minimum Disk Drives</th>
</tr>
</thead>
<tbody>
<tr>
<td>RAID 0</td>
<td>No</td>
<td>100%</td>
<td>***</td>
<td>***</td>
<td>No</td>
<td>2</td>
</tr>
<tr>
<td>RAID 1</td>
<td>Yes</td>
<td>50%</td>
<td>★★</td>
<td>★★</td>
<td>No</td>
<td>2</td>
</tr>
<tr>
<td>RAID 1E</td>
<td>Yes</td>
<td>50%</td>
<td>★★</td>
<td>★★</td>
<td>No</td>
<td>3</td>
</tr>
<tr>
<td>RAID 10</td>
<td>Yes</td>
<td>50%</td>
<td>★★</td>
<td>★★</td>
<td>No</td>
<td>4</td>
</tr>
<tr>
<td>RAID 5</td>
<td>Yes</td>
<td>67% – 94%</td>
<td>***</td>
<td>★</td>
<td>No</td>
<td>3</td>
</tr>
<tr>
<td>RAID 5EE</td>
<td>Yes</td>
<td>50% – 88%</td>
<td>***</td>
<td>★</td>
<td>Yes</td>
<td>4</td>
</tr>
<tr>
<td>RAID 50</td>
<td>Yes</td>
<td>67% – 94%</td>
<td>***</td>
<td>★</td>
<td>No</td>
<td>6</td>
</tr>
<tr>
<td>RAID 6</td>
<td>Yes</td>
<td>50% – 88%</td>
<td>★★</td>
<td>★</td>
<td>No</td>
<td>4</td>
</tr>
<tr>
<td>RAID 60</td>
<td>Yes</td>
<td>50% – 88%</td>
<td>★★</td>
<td>★</td>
<td>No</td>
<td>8</td>
</tr>
<tr>
<td>Spanned Volume</td>
<td>No</td>
<td>100%</td>
<td>***</td>
<td>***</td>
<td>No</td>
<td>2</td>
</tr>
<tr>
<td>RAID Volume</td>
<td>No</td>
<td>50% – 100%</td>
<td>***</td>
<td>***</td>
<td>No</td>
<td>4</td>
</tr>
</tbody>
</table>

Disk drive usage, read performance, and write performance depend on the number of drives in the logical drive. In general, the more drives, the better the performance.

More information about each RAID level is available beginning on page 154.

Understanding Drive Segments

A drive segment is a disk drive or portion of a disk drive that is used to create a logical drive. A disk drive can include both RAID segments (segments that are part of a logical drive) and available segments. Each segment can be part of only one logical drive at a time. If a disk drive is not part of any logical drive, the entire disk is an available segment.
Non-redundant Logical Drives (RAID 0)

A logical drive with RAID 0 includes two or more disk drives and provides data *striping*, where data is distributed evenly across the disk drives in equal-sized sections. However, RAID 0 arrays do not maintain redundant data, so they offer *no data protection*.

Compared to an equal-sized group of independent disks, a RAID 0 array provides improved I/O performance.

Drive segment size is limited to the size of the smallest disk drive in the logical drive. For instance, a logical drive with two 250 GB disk drives and two 400 GB disk drives can create a RAID 0 drive segment of 250 GB, for a total of 1000 GB for the volume, as shown in this figure.
RAID 1 Logical Drives

A RAID 1 logical drive is built from two disk drives, where one disk drive is a mirror of the other (the same data is stored on each disk drive). Compared to independent disk drives, RAID 1 logical drives provide improved performance, with twice the read rate and an equal write rate of single disks. However, capacity is only 50 percent of independent disk drives.

If the RAID 1 logical drive is built from different-sized disk drives, drive segment size is the size of the smaller disk drive, as shown in this figure.

RAID 1 Enhanced Logical Drives

A RAID 1 Enhanced (RAID 1E) logical drive—also referred to as a striped mirror—is similar to a RAID 1 logical drive except that data is both mirrored and striped, and more disk drives can be included. A RAID 1E logical drive can be built from three or more disk drives.

In this figure, the large bold numbers represent the striped data, and the smaller, non-bold numbers represent the mirrored data stripes.
RAID 10 Logical Drives

A RAID 10 logical drive is built from two or more equal-sized RAID 1 logical drives. Data in a RAID 10 logical drive is both striped and mirrored. Mirroring provides data protection, and striping improves performance.

Drive segment size is limited to the size of the smallest disk drive in the logical drive. For instance, a logical drive with two 250 GB disk drives and two 400 GB disk drives can create two mirrored drive segments of 250 GB, for a total of 500 GB for the logical drive, as shown in this figure.
RAID 5 Logical Drives

A RAID 5 logical drive is built from a minimum of three disk drives, and uses data striping and parity data to provide redundancy. Parity data provides data protection, and striping improves performance.

Parity data is an error-correcting redundancy that’s used to re-create data if a disk drive fails. In RAID 5 logical drives, parity data (represented by Ps in the next figure) is striped evenly across the disk drives with the stored data.

Drive segment size is limited to the size of the smallest disk drive in the logical drive. For instance, a logical drive with two 250 GB disk drives and two 400 GB disk drives can contain 750 GB of stored data and 250 GB of parity data, as shown in this figure.
RAID 5EE Logical Drives

A RAID 5EE logical drive—also referred to as a hot space—is similar to a RAID 5 logical drive except that it includes a distributed spare drive and must be built from a minimum of four disk drives.

Unlike a hot spare (see page 54), a distributed spare is striped evenly across the disk drives with the stored data and parity data, and can’t be shared with other logical disk drives. A distributed spare improves the speed at which the logical drive is rebuilt following a disk drive failure.

A RAID 5EE logical drive protects your data and increases read and write speeds. However, capacity is reduced by two disk drives’ worth of space, which is for parity data and spare data.

In this example, S represents the distributed spare, P represents the distributed parity data.

Disk Drive 1  
250 GB

Disk Drive 2  
250 GB

Disk Drive 3  
400 GB

Disk Drive 4  
400 GB

Disk Drives in Logical Drive

Drive Segment Size (Smallest Disk Drive)

Disk Drive 1

1 S ... P

Disk Drive 2

2 P ... 449

Disk Drive 3

S 3 ... S

Disk Drive 4

P 4 ... 500

Unused Space = 150 GB

Unused Space = 150 GB

RAID 5EE Logical Drive = 500 GB plus Parity and Spare
### RAID 50 Logical Drives

A RAID 50 logical drive is built from at least six disk drives configured as two or more RAID 5 logical drives, and stripes stored data and parity data across all disk drives in both RAID 5 logical drives. (For more information, see *RAID 5 Logical Drives on page 157.*)

The parity data provides data protection, and striping improves performance. RAID 50 logical drives also provide high data transfer speeds.

Drive segment size is limited to the size of the smallest disk drive in the logical drive. For example, three 250 GB disk drives and three 400 GB disk drives comprise two equal-sized RAID 5 logical drives with 500 GB of stored data and 250 GB of parity data. The RAID 50 logical drive can therefore contain 1000 GB (2 x 500 GB) of stored data and 500 GB of parity data.

In this example, P represents the distributed parity data.
RAID 6 Logical Drives

A RAID 6 logical drive—also referred to as *dual drive failure protection*—is similar to a RAID 5 logical drive because it uses data striping and parity data to provide redundancy. However, RAID 6 logical drives include *two* independent sets of parity data instead of one. Both sets of parity data are striped separately across all disk drives in the logical drive.

RAID 6 logical drives provide extra protection for your data because they can recover from two simultaneous disk drive failures. However, the extra parity calculation slows performance (compared to RAID 5 logical drives).

RAID 6 logical drives must be built from at least four disk drives. Maximum stripe size depends on the number of disk drives in the logical drive.

![Diagram of RAID 6 Logical Drive]

**Disk Drives in Logical Drive**

RAID 60 Logical Drives

Similar to a RAID 50 logical drive (see page 159), a RAID 60 logical drive—also referred to as *dual drive failure protection*—is built from at least eight disk drives configured as two or more RAID 6 logical drives, and stripes stored data and two sets of parity data across all disk drives in both RAID 6 logical drives.

Two sets of parity data provide enhanced data protection, and striping improves performance. RAID 60 logical drives also provide high data transfer speeds.
Quick Answers to Common Questions...

In this appendix...

- How do I...? ........................................................................................................................... 162
- What's the difference between...? ......................................................................................... 164
- What options are on the Actions menu? ............................................................................. 164
- What tasks can be scheduled to run at a specified time? .................................................... 167

This chapter provides quick references to frequently requested information about basic tasks, functions, and concepts in Adaptec Storage Manager.

**Note:** For troubleshooting tips, see *Solving Problems on page 135.*
How do I...?

Set up my storage space?
Follow the five steps in the *Getting Started Checklist* on page 14.

Create or add a new logical drive?
In the Enterprise View, right-click the controller you want, then click Create logical device.
Or, click either of the buttons shown at right.

See *Building Your Storage Space* on page 25.

Open the Configuration wizard?
In the Enterprise View, right-click the controller you want, then click Create logical device.
Or, click either of the buttons shown at right.

See *Building Your Storage Space* on page 25.

Turn off the alarm?
Click the Silence button, shown at right.
Or, from the menu bar, click Actions, select Agent actions, select Alarm actions, then click Silence alarm.

See *If your enclosure does not have an enclosure management device, the status icons appear but do not indicate status.* on page 105.

Add a new user to Adaptec Storage Manager?
Any user with a valid network user name and password can log into Adaptec Storage Manager.

See *Starting and Logging In on the Local System* on page 27 and *Understanding Permission Levels* on page 27.

Add a remote system?
Click the Add button, shown at right.

See *Logging into Remote Systems from the Local System* on page 32.

Prevent a user from changing my storage space?
See *Understanding Permission Levels* on page 27 for information on restricting access.

Check disk drive or logical drive status?
Hold your cursor over the disk drive or logical drive to reveal status information.

See also *Revealing More Device Information* on page 49.

Access a feature with a padlock icon beside it?
Enhanced features must be unlocked with a special feature key (sold separately).

See *Adding Enhanced Features* on page 125.
Log out of Adaptec Storage Manager?
In the Enterprise View, click on the local system. In the menu bar, select Actions, then click Log out.
See Logging Out of Adaptec Storage Manager on page 51.

Schedule a task?
Complete each step of the task until you are prompted to click Apply. (Don’t click Apply.) Click Schedule.

Note: The Schedule button won’t appear on tasks that can’t be scheduled.
See Scheduling a Task on page 81.

Find the Task Manager?
In the tool bar, click Configure, point to the system you want, then click Tasks. See Scheduling a Task on page 81.

Find the Notification Manager?
In the tool bar, click Configure, point to the system you want, then click Notifications. See Setting up Logged Notifications on page 106.

Find the Email Notification Manager?
In the tool bar, click Configure, point to the system you want, then click Email Notifications. See Notifying Users by Email About Status and Activity on page 111.
What’s the difference between...?

**Adaptec Storage Manager and the Agent?**

Adaptec Storage Manager is the full software application, including the user interface (windows, menus) described in this *User’s Guide*. It helps you build and maintain the logical drives, controllers, and disk drives that make up your storage space.

The Agent is like a service that keeps your storage space running. Its job is to monitor system health and manage event notifications, tasks schedules, and other on-going processes on each system in your storage space. The Agent can run independently of the full application.

See *About Adaptec Storage Manager* on page 14 for more information.

**Event notifications, email notifications, and event alerts?**

Event notifications (also called logged notifications) are messages about events on one system that are sent to the event log of another system in your storage space. (See page 106.)

Email notifications are email messages about events on a system in your storage space that are sent to specified users. (See page 111.)

Event alerts are pop-up messages or console messages about all types of events on a specific system, which are broadcast to all the users who are logged into your storage space. (See page 117.)

What options are on the Actions menu?

You can also access many Action menu options by right-clicking a component. For example, right-click on a system to access most of the options shown in *Local and remote systems* below. See *About the Actions Menu* on page 44 for more information.

**Local and remote systems**

In the Enterprise View, click on a system. In the menu bar, select **Actions** to view these options:
Controllers?
In the Enterprise View, click on a controller. In the menu bar, select Actions to view these options:

Then select Alarm actions to view these options:

Disk drives?
In the Physical Devices View, click on a disk drive. In the menu bar, select Actions to view these options:

Enclosures?
In the Physical Devices View, click on an enclosure management device. In the menu bar, select Actions to view these options:
Logical drives?
In the Logical Devices View, click on a logical drive. In the menu bar, select *Actions* to view these options:

<table>
<thead>
<tr>
<th>Actions</th>
<th>Help</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Direct Attached Storage?
In the Enterprise View, click *Direct Attached Storage*. In the menu bar, select *Actions* to view these options:

<table>
<thead>
<tr>
<th>Actions</th>
<th>Help</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The Notification Manager?
In the tool bar, click *Configure*, point to the system you want, then click *Notifications*. In the menu bar, select *Actions* to view these options:

<table>
<thead>
<tr>
<th>Actions</th>
<th>Help</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The Email Notification Manager?
In the tool bar, click *Configure*, point to the system you want, then click *Email Notifications*. In the menu bar, select *Actions* to view these options:

<table>
<thead>
<tr>
<th>Actions</th>
<th>Help</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The Task Manager?

In the tool bar, click Configure, point to the system you want, then click Tasks. In the menu bar, select Actions to view these options:

<table>
<thead>
<tr>
<th>Actions</th>
<th>Help</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Delete task</td>
<td>Modify task</td>
</tr>
<tr>
<td>View task</td>
<td></td>
</tr>
<tr>
<td>Disable Task Scheduler</td>
<td></td>
</tr>
</tbody>
</table>

The Advanced Statistics Manager

In the tool bar, click Configure, point to the system you want, then click Advanced Statistics. In the menu bar, select Actions to view these options:

<table>
<thead>
<tr>
<th>Actions</th>
<th>Help</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Send Call Home test message</td>
<td>Call Home connection settings</td>
</tr>
<tr>
<td>Disable Advanced Statistics</td>
<td></td>
</tr>
</tbody>
</table>

What tasks can be scheduled to run at a specified time?

You can schedule any of these tasks to run at a specified time:

- Changing a logical drive from one RAID level to another (see page 70).
- Expanding the size of a logical drive (see page 69).
- Modifying a logical drives settings (see page 63).
- Verifying a logical drive (see page 68) or verifying and fixing a logical drive (see page 67).

See Scheduling a Task on page 81 for more information.
This chapter provides quick references to the icons and buttons that appear in Adaptec Storage Manager.
# Enterprise View Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Icon]</td>
<td>System with direct attached storage controller and directly attached disk drives or enclosures</td>
</tr>
<tr>
<td>![Enclosure Icon]</td>
<td>Enclosure</td>
</tr>
<tr>
<td>![Controller Icon]</td>
<td>Controller</td>
</tr>
</tbody>
</table>

## Icons in the Physical Devices View

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Ready Disk Drive Icon]</td>
<td>Ready disk drive</td>
</tr>
<tr>
<td>![Disk Drive with Free Space Icon]</td>
<td>Disk drive with free space</td>
</tr>
<tr>
<td>![Disk Drive with No Free Space Icon]</td>
<td>Disk drive with no free space</td>
</tr>
<tr>
<td>![Failed Disk Drive Icon]</td>
<td>Failed disk drive</td>
</tr>
<tr>
<td>![Healthy Global or Dedicated Hot Spare Icon]</td>
<td>Healthy global or dedicated hot spare</td>
</tr>
<tr>
<td>![Hot Spare with Error Icon]</td>
<td>Hot spare with error (see page 55 for more information)</td>
</tr>
<tr>
<td>![Hot Spare Being Built Into Logical Drive After Disk Drive Failure Icon]</td>
<td>Hot spare being built into logical drive after disk drive failure</td>
</tr>
<tr>
<td>![Hot Spare Built Into Logical Drive After Disk Drive Failure Icon]</td>
<td>Hot spare built into logical drive after disk drive failure</td>
</tr>
<tr>
<td>![JBOD Disk Icon]</td>
<td>JBOD disk</td>
</tr>
<tr>
<td>![Ready Solid State Drive (SSD) Not Part of Any Logical Drive or MaxIQ Pool Icon]</td>
<td>Ready Solid State Drive (SSD), not part of any logical drive or MaxIQ pool</td>
</tr>
<tr>
<td>![Solid State Drive Assigned to MaxIQ Pool Icon]</td>
<td>Solid State Drive assigned to MaxIQ pool</td>
</tr>
<tr>
<td>![Controller Icon]</td>
<td>Controller</td>
</tr>
<tr>
<td>![Enclosure Management Device Icon]</td>
<td>Enclosure Management Device</td>
</tr>
<tr>
<td>![Locked Upgrade Feature Icon]</td>
<td>Locked upgrade feature that can be activated with a feature key (see page 125 for more information)</td>
</tr>
</tbody>
</table>

## Enclosure Status Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Enclosure Fan(s) — Normal Icon]</td>
<td>Enclosure fan(s) — normal</td>
</tr>
<tr>
<td>![Enclosure Fan(s) — Error Icon]</td>
<td>Enclosure fan(s) — error</td>
</tr>
<tr>
<td>![Enclosure Temperature — Normal Icon]</td>
<td>Enclosure temperature — normal</td>
</tr>
<tr>
<td>![Enclosure Temperature — Error Icon]</td>
<td>Enclosure temperature — error</td>
</tr>
<tr>
<td>![Enclosure Power — Normal Icon]</td>
<td>Enclosure Power — normal</td>
</tr>
<tr>
<td>![Enclosure Power — Error Icon]</td>
<td>Enclosure Power — error</td>
</tr>
<tr>
<td>![Enclosure Fan(s) — Warning Icon]</td>
<td>Enclosure fan(s) — warning</td>
</tr>
</tbody>
</table>
Appendix D: Buttons and Icons At-a-Glance

Enclosure temperature — warning
Enclosure Power — warning

## Icons in the Logical Devices View

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Logical drive" /></td>
<td>Logical drive</td>
</tr>
<tr>
<td><img src="image" alt="Logical drive with healthy hot spare" /></td>
<td>Logical drive with healthy hot spare</td>
</tr>
<tr>
<td><img src="image" alt="Logical drive being initialized" /></td>
<td>Logical drive being initialized</td>
</tr>
<tr>
<td><img src="image" alt="Logical drive being modified" /></td>
<td>Logical drive being modified</td>
</tr>
<tr>
<td><img src="image" alt="Logical drive being rebuilt after disk drive failure" /></td>
<td>Logical drive being rebuilt after disk drive failure</td>
</tr>
<tr>
<td><img src="image" alt="Array with available space" /></td>
<td>Array with available space</td>
</tr>
<tr>
<td><img src="image" alt="Array with no available space" /></td>
<td>Array with no available space</td>
</tr>
<tr>
<td><img src="image" alt="Locked upgrade feature that can be activated with a feature key" /></td>
<td>Locked upgrade feature that can be activated with a feature key (see page 125 for more information)</td>
</tr>
</tbody>
</table>
## Buttons in the Main Window

<table>
<thead>
<tr>
<th>Button</th>
<th>Click to...</th>
<th>More on...</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Add" /></td>
<td>...add a remote system</td>
<td>...page 32</td>
</tr>
<tr>
<td><img src="image" alt="Create" /></td>
<td>...create a logical drive; open the Configuration wizard</td>
<td>...page 25</td>
</tr>
<tr>
<td><img src="image" alt="Silence" /></td>
<td>...silence the audible alarm</td>
<td>...page 94</td>
</tr>
<tr>
<td><img src="image" alt="Properties" /></td>
<td>...check status and other properties of a controller, disk drive, or other component</td>
<td>...page 87</td>
</tr>
<tr>
<td><img src="image" alt="Events" /></td>
<td>...view the full Event log</td>
<td>...page 103</td>
</tr>
<tr>
<td><img src="image" alt="Configure" /></td>
<td>...configure notification settings</td>
<td>...page 106</td>
</tr>
<tr>
<td><img src="image" alt="Configure" /></td>
<td>...configure email notification settings</td>
<td>...page 111</td>
</tr>
<tr>
<td><img src="image" alt="Configure" /></td>
<td>...check the status of scheduled tasks; monitor and modify scheduled tasks</td>
<td>...page 80</td>
</tr>
<tr>
<td><img src="image" alt="Help" /></td>
<td>...open the online Help</td>
<td>...page 50</td>
</tr>
<tr>
<td><img src="image" alt="Help" /></td>
<td>...see a text description of your disk drives</td>
<td>...page 49</td>
</tr>
<tr>
<td><img src="image" alt="Help" /></td>
<td>...see the size capacities of your disk drives</td>
<td>...page 49</td>
</tr>
<tr>
<td><img src="image" alt="Help" /></td>
<td>...see the size capacities of your disk drives relative to each other</td>
<td>...page 49</td>
</tr>
<tr>
<td><img src="image" alt="Help" /></td>
<td>...create a global hot spare</td>
<td>...page 54</td>
</tr>
<tr>
<td><img src="image" alt="Help" /></td>
<td>...create a logical drive</td>
<td>...page 25</td>
</tr>
<tr>
<td><img src="image" alt="Help" /></td>
<td>...delete a logical drive</td>
<td>...page 71</td>
</tr>
<tr>
<td><img src="image" alt="Help" /></td>
<td>...configure MaxIQ cache pool</td>
<td>...page 78</td>
</tr>
<tr>
<td><img src="image" alt="Help" /></td>
<td>...expand and collapse additional information about disk drives and logical drives</td>
<td>...page 49</td>
</tr>
<tr>
<td><img src="image" alt="Logical devices" /></td>
<td>...access logical drive-specific functions, such as deleting</td>
<td>...page 87</td>
</tr>
<tr>
<td><img src="image" alt="Channel" /></td>
<td>...access channel-specific functions, such as rescanning</td>
<td>...page 87</td>
</tr>
<tr>
<td><img src="image" alt="Ports" /></td>
<td>...access port-specific functions, such as blinking</td>
<td>...page 87</td>
</tr>
<tr>
<td><img src="image" alt="Device" /></td>
<td>...access device-specific functions, such as initializing</td>
<td>...page 87</td>
</tr>
</tbody>
</table>

## Buttons in the Notification Manager

<table>
<thead>
<tr>
<th>Button</th>
<th>Click to...</th>
<th>More on...</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Add system" /></td>
<td>...add a system that will receive notifications generated by the Notification Manager</td>
<td>...page 106</td>
</tr>
<tr>
<td><img src="image" alt="Modify system" /></td>
<td>...update a system’s address, host name, or notification level</td>
<td>...page 109</td>
</tr>
<tr>
<td><img src="image" alt="Delete system" /></td>
<td>...remove a system from the Notification List</td>
<td>...page 109</td>
</tr>
</tbody>
</table>
## Buttons in the Email Notification Manager

<table>
<thead>
<tr>
<th>Button</th>
<th>Click to...</th>
<th>More on...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add email recipient</td>
<td>...add the email address of a user who will receive notifications generated by the Email Notification Manager</td>
<td>...page 111</td>
</tr>
<tr>
<td>Modify email recipient</td>
<td>...update a recipient’s email address or notification level</td>
<td>...page 114</td>
</tr>
<tr>
<td>Delete email recipient</td>
<td>...remove a recipient from the Email Notification List</td>
<td>...page 114</td>
</tr>
</tbody>
</table>

## Buttons in the Task Manager

<table>
<thead>
<tr>
<th>Button</th>
<th>Click to...</th>
<th>More on...</th>
</tr>
</thead>
<tbody>
<tr>
<td>View task</td>
<td>...view the details of a scheduled task</td>
<td>...page 83</td>
</tr>
<tr>
<td>Modify task</td>
<td>...reschedule a task or change the description of the task in the Task List</td>
<td>...page 84</td>
</tr>
<tr>
<td>Delete task</td>
<td>...delete a task that is no longer required</td>
<td>...page 84</td>
</tr>
</tbody>
</table>
Glossary

A

**Adaptec Storage Manager Agent**
Runs in the background on your system, monitoring and managing event notifications, tasks schedules, and other on-going processes in your storage space. It requires no user intervention and includes no user interface.

**available space**
Space on a disk drive that is not being used by a logical drive. When a logical drive is deleted, its space becomes available. *See also* logical drive.

B

**background consistency check**
A controller function that continually and automatically verifies your logical drives once they’re in use.

**bootable-CD mode**
A way of running Adaptec Storage Manager, where the application is not installed but is run directly from a CD.

C

**cache**
A temporary, fast storage area that holds data from a slower storage device for quick access. Cache storage is normally transparent to the accessing device.

**channel**
Any path used for the transfer of data and the control of information between disk drives and a RAID controller.

**controller**
A hardware device that interprets signals between a host and a disk drive. Also known as an adapter or card. *See also* I/O.

**copyback**
Adaptec RAID controller feature that allows data that has been moved to a hot spare to be returned to its original location once the controller detects that the failed drive has been replaced.
D

DAS
Direct-attached Storage. Data storage that is physically connected to a server. See also LAN, SAN.

drive segment
See segment.

dual drive failure protection
Another name for a RAID 6 or RAID 60 logical drive.

E

Email Notification Manager
A utility within Adaptec Storage Manager that emails event messages to selected recipients. See also email notifications, Notification Manager.

email notifications
Event messages about remote systems that are emailed to selected recipients.

event
Activity on your storage space, such as a disk drive failure or logical drive verification.

F

fault tolerance
The ability of a system to continue to perform its functions even when one or more disk drives have failed.

firmware
A combination of hardware and software; software written onto read-only memory (ROM).

format
See initialize.

G

GB
GigaByte. 1,024 MB. See also MB.

H

host
A system that’s connected to a TCP/IP network. See also TCP/IP.

host bus adapter (HBA)
An adapter card that includes all of the I/O logic, software, and processing to manage the transfer of information between the host and the devices it’s connected to.

hot space
A RAID 5EE logical drive. See page 158.

hot spare
A spare disk drive which will automatically replace a failed disk drive in a logical drive.

hot-swap
Remove and replace a failed disk drive in a logical drive without shutting down the server or disrupting activity on the logical drive.
Storage Manager Agent
Runs in the background on your system, monitoring and managing event notifications, tasks schedules, and other on-going processes in your storage space. It requires no user intervention and includes no user interface.

initialize
Prepare a disk drive for reading and writing.

I/O
Input/Output. Data entering into or being extracted from a system.

LAN
Local Area Network. A network of interconnected workstations sharing the resources of a single server, typically within the area of a small office building.

LED
Light-emitting Diode. An electronic device that lights up when powered.

local system
The computer (or system) that you're working on. In Adaptec Storage Manager, ‘local’ and ‘remote’ are relative terms. See also remote system.

logged events
Event messages about remote systems that appear in the event log of Adaptec Storage Manager. See also Notification Manager.

logical drive
One or more disk drives grouped together to appear as a single device to an operating system. Also known as a logical device or array.

managed system
A computer (or system) in a storage space that’s being managed by Adaptec Storage Manager.

MB
MegaByte. Depending on context, 1,000,000 or 1,048,576 bytes. Also 1000 KB.

mirroring
Data protection that duplicates all data from one drive onto a second drive. See also RAID.

Notification Manager
A utility within Adaptec Storage Manager that broadcasts event messages to selected managed systems.

parity
A form of data protection used by some RAID levels to re-create the data of a failed disk drive in a logical drive. See also RAID.
partition
Divides the space of a disk drive into isolated sections.

port
A connection point to a controller, disk drive, expander, enclosure, or other device.

R

RAID
Redundant Array of Independent Disks. For more information on RAID and all supported RAID levels, see Selecting the Best RAID Level on page 152.

rapid fault isolation
The trail of yellow or red warning icons that leads from the high-level system view to the failed or failing component.

rebuild
Re-create a logical drive after a disk drive failure.

recurring task
A scheduled task, such as logical drive verification, that occurs on a regular basis. See also Task Manager, scheduled task.

redundancy
The capability of preventing data loss if a disk drive fails. See also mirroring, parity.

remote system
In Adaptec Storage Manager, all other systems in your storage space besides your local system are remote systems. ‘Local’ and ‘remote’ are relative terms. See also local system.

ROM Update wizard
A program that updates the BIOS and firmware codes on the controller. See also firmware.

S

SAN
Storage Area Network. A storage architecture that connects servers and disk drives across a network for enhanced reliability, scalability, and performance.

scheduled task
Activity, such as logical drive verification, that is set to be completed at a specified date and time. See also recurring task.

segment
Disk drive space that has been assigned to a logical drive. A segment can include all or just a portion of a disk drive’s space.

SMTP
Simple Mail Transfer Protocol.

spare
See hot spare.

storage space
The controller(s) and disk drives being managed with Adaptec Storage Manager.

stripe size
Amount of data written to one partition before the controller moves to the next partition in a stripe set.
**striped mirror**
A RAID 1 Enhanced, or RAID 1E, logical drive. See page 155.

**striping**
A method of enhancing performance by spreading data evenly over multiple disk drives. Provides no data protection.

**Task Manager**
A utility in Adaptec Storage Manager that allows you to schedule a specific activity, such as expanding a logical drive, for a time that's convenient. See also scheduled task, recurring task.

**TB**
TeraByte. Approximately one million-million bytes, or 1024 GB.

**TCP/IP**

**verify**
Check a logical drive for inconsistent or bad data. May also fix any data problems or parity errors.
Index

A

Actions menu 44
   Add managed system 32, 128
   Agent actions 95
      alarm 94, 95, 96
   Alarm actions 92, 94, 95, 96
   Change logical device name 63
   Clear logs on all controllers 104
   Configure read cache 65
   Configure write cache 64
   controller-level options 165
   Create dedicated hot-spare drive 55
   Delete dedicated hot-spare drive 56
   Delete hot-spare drive 57
   Delete logical device 71, 75
   Direct Attached Storage branch-level options 166
   Disable email notifications 115
   Disable notifications 110
   Disable task scheduler 85
   disk drive-level options 165
   Email Notification Manager options 166
   Enable (Disable) background consistency check 69
   enclosure-level options 165
   Expand or change logical device 63, 69, 70
   Initialize 89
   Initialize all ready drives 89
   Log in 51
   Log out 51
   logical drive-level options 166
   Notification Manager options 166
      overview 44, 164 to 167
   Remove dedicated hot-spare drive 56
   Rescan 92
   Save printable configuration 93

Save support archive 141
Send test event 108
Send test message 114
Set drive state to failed 88
SMTP server settings 115
system-level options 164
Task Manager options 167
Update controller images 97
Update drive firmware images 99
Verify 68
Verify with fix 67
activity in storage space
   event log 50
activity on storage space. See monitoring

Adaptec Storage Manager
   Actions menu 44
   Actions menu overview 164 to 167
   Agent 14
      beginning steps 14
      bootable-CD mode 23
   Direct Attached Storage branch 45
      display options 127
      downloading newer versions 125
   Email Notifications Manager 111
      enhanced features 125
      event log 103
      feature keys 125
      icons 46, 47, 48, 169 to 170
   installing
      Linux 20
      OpenServer 21
      Solaris 21
      UnixWare 21
      VMWare 22
      Windows 19
Windows silent installation 149
introduction 14
locked features 125
logging into remote systems 32
main window overview 44
Notifications Manager 106
standard unit of measure 127
system requirements 17
Task Manager 82
uninstalling 51
   Linux 51
   Windows 51
unlocking enhanced features 125
upating 125
Adaptec Storage Manager vs Agent 164
adapters. See controllers
ADDLOCAL 151
Administrator permissions 27
advanced settings 39, 63
advanced statistics
   see statistics logging
Agent 14
   alarm settings 95
   event log 118
introduction 14
starting
   Linux 31
   OpenServer 32
   Solaris 32
   UnixWare 32
   Windows 31
alarm
   changing settings 95
controllers
   disabling 92
   silencing 92
   testing 91
disabling
   controller-level 92
   enclosure-level 96
   system-level 94
enabling (system-level) 96
enclosures
   disabling 96
   silencing 96
   testing 96
frequency 95
systems
   disabling 96
   enabling 96
   silencing 95
   testing 94
testing
controller-level 91
   enclosure-level 96
   system-level 94
archive file 141
audible alarm. See alarm
auto-discovery 127
automatic verification 67
B
background consistency check 67, 68
background verification 67
blinking components 87
boards. See controllers
bootable-CD mode 23 to 24
   defined 23
broadcasting event alerts 117
Build (initialize method) 65
building storage space 25 to 41
   bootable-CD mode 23
   custom configuration 37
   express configuration 34
   RAID Volumes 71
buttons
   Configure 107, 111
   Email Notification Manager 172
   Events 104
   main window 171 to 172
   Notification Manager 171
   Task Manager 172
C
call home
   see statistics logging
call home support archive 123
cards. See controllers
CD mode. See bootable-CD mode
Clear (initialize method) 65
components
   blinking 87
   defined 11
   identifying 87
   viewing properties 87
Configuration Event Detail window 103
Configure button 82, 95, 107, 130
configuring 34
   See also building storage space
controller support 17
collectors
   Actions menu 165
   blinking 87
disabling alarm 92
identifying 87
properties 87
registering 91
rescanning 92
saving configurations 93
support by operating system 17
testing alarm 91
updating firmware 97
copyback 57
creating with the wizard 73
custom configuration 37

deabon 14
DAS
defined 10
dedicated hot spares 54
creating 55
deleting 56
removing 56
deleting logical drives 71
devices 45
blinking 87
Direct Attached Storage
Actions menu 166
direct attached storage
Actions menu introduction 44
Actions menu overview 164 to 167
Direct Attached Storage branch 45
disabling alarm
enclosure-level 96
system-level 96
disk drive segments 153
disk drives 87
Actions menu 165
available space 47
blinking 87
capacity 49
conceptual graphic 59
different sizes in same logical drive 61
failed state 88
failure recovery
multiple disk drives 139
multiple logical drives 138
RAID 0 logical drives 138
with hot spare 137
without hot spare 138
identifying 87
initializing 89
properties 87
relative capacity 49
replacing in logical drives 88
segments in logical drives 62
text descriptions 49
viewing logical drives 48
viewing status 46
within logical drives 38
display groups 132
creating 132
deleting 134
moving systems 133
removing systems 134
renaming display groups 134
system status 133
distributed spare drives 158

Email Notification Log
clearing 115
Email Notification Manager
Actions menu 166
buttons 172
clearing the log 115
e-mail notifications 111
"from" address 112
changing "from" address 114
changing SMTP server 114
disabling 115
failed test emails 114
modifying recipient information 114
recipient addresses 111
re-enabling 115
removing recipients 114
setup 111
SMTP server settings 112
test emails 113
Email Notifications log 115
Email Notifications Manager 111
disabling 115
Email Notifications log 115
opening 111
re-enabling 115
test emails 113
Enclosure View 49
enclosures
Actions menu 165
blinking 87
disabling alarm 96
identifying 87
monitoring 105
silencing alarm 96
status icons 50, 105
testing alarm 96
viewing disk drives 49
Enterprise View 44
  Direct Attached Storage branch 45
icons 46, 169
Error (task status) 83
event alerts 117
event log 50, 103, 104
  clearing 104
  finding source of event 106
messages 106
event log (operating system) 118
event notifications
  Email Notifications log 115
event viewer
  finding source of event 106
events 50
Events button 104
events. See monitoring
Executed (task status) 83
Executed* (task status) 83
expanding logical drives 69
express configuration 34
  RAID levels 34

F
failed disk drives
  multiple disk drives 139
  multiple logical drives 138
  RAID 0 logical drives 138
  without hot spare 138
fans status icon 105
FAQs 161
feature keys 125
  unlocking 125
firmware 97
Force online 140
formatting logical drives 36
Full Size Capacity View 49

G
global hot spares 54
  creating 39
  deleting 56
glossary 173
Guest permissions 27

H
  hard disk, hard disk drive, hard drive. See disk drive
  HBAs. See controllers
  help 50
  hot spares 46, 47, 54 to 56
    creating 39, 54
    creating dedicated 55
    creating pool 55
    dedicated, defined 54
    deleting 56
    distributed spare drives 158
    global, defined 54
    limitations 54
    removing 56
I
icons 46, 47, 48, 169 to 170
  enclosure status icons 105
  Enterprise View 46, 169
  event status icons 104
  Logical Devices View 48, 170
  Physical Devices View 47, 169
identifying components 87
initialize method 65
initialize priority 65
initializing disk drives 89
  skipping 139
INSTALLDIR 151
installing Adaptec Storage Manager 18 to 21
  Linux 20
  OpenServer 21
  Solaris 21
  UnixWare 21
  VMWare 22
  Windows 19
  silent installation 149
J
JBODs 73
  converting to simple volumes 74
  creating 73
  deleting 75
JBODs. See also enclosures
jobs. See tasks
L
Linux
  controller support 17
  installing Adaptec Storage Manager 20
  SNMP support 117
starting Adaptec Storage Manager 29
starting the Agent 31
uninstalling Adaptec Storage Manager 51
local systems 26
locked features 125
unlocking 125
log files, clearing 115
logged notifications 106
adding systems 106
disabling 110
failed test events 109
modifying systems 109
re-enabling 110
removing systems 109
test events 108
logging in
logging back in 51
permission levels 27
logging out 51
logging back in 51
Logical Devices View 44, 47
icons 48, 170
logical drives 47, 59 to 73
Actions menu 166
advanced settings 39, 63
automatic verification 67
available space on disk drives 61
background consistency check 67
background verification 67
building
advanced 37
basic 34
changing background task priority 36
stop building 36
changing RAID levels 70
custom configuration 37
defined 59
definition 138
deleting 71
different-sized disk drives 61
disabling background consistency check 68
disk drive segments 62, 153
distributed spare drives 158
enabling background consistency check 68
expanding 69
extending partitions 70
fine-tuning 63 to 65
forcing online 140
formatting 36
increasing capacity 69
initialize method 65
initialize priority 65
manual verification 67
maximum size 69
mirrored data 155
non-redundant 154
options for creating 34
parity 157
partitioning 36
properties 87
RAID 1 155
RAID 10 156
RAID 1E 155
RAID 5 157
RAID 50 159
RAID 5EE 158
RAID 6 160
RAID 60 160
RAID level 47
RAID segments 153
RAID Volumes 71
read cache 64
rebuilding 137, 140
remove disk drive or segment 69
renaming 63
replace disk drive or segment 69
replacing disk drives 88
selecting disk drives 38
selecting RAID levels 38
size 39
limitations 40
specifying size 60
stripe size 64
striping data 154
verifying 67, 68
verifying and fixing 67
verifying icon 68
viewing disk drives 48
viewing status 47
write cache setting 64

M
main window
buttons
  Configure 113
Direct Attached Storage branch 44
display options 127
Enterprise View 44
event details 103
event log 103
event log messages 106
finding source of event 106
Logical Devices View 106
menu bar 44
monitoring activity and status 103
notification types
  enclosure status icons 105
  event log 103
  event status icons 104
overview 44
Physical Devices View 44
status icons 104
tool bar 44
manual verification 67
MaxIQ cache 78, 79
MaxIQ cache hits and misses 123
MaxIQ pool 47
MaxIQ statistics 119, 123
mirroring 155
monitoring 102 to 105, 111, 117 to 118
clearing event log 104
component properties 87
email notifications 111
  "from" address 112
  changing "from" address 114
  changing SMTP server 114
  disabling 115
  failed test emails 114
  modifying recipient information 114
  recipient addresses 111
  re-enabling 115
  removing recipients 114
  setup 111
  SMTP server settings 112
  test emails 113
Email Notifications Manager 111
event details 103
event log 50, 103
event log messages 106
full event log 104
logged notifications 106
  adding systems 106
  disabling 110
  failed test events 109
  modifying systems 109
  re-enabling 110
  removing systems 109
  test events 108
notification types
  logged notifications 106
Notifications Manager 106
options 103
status icons 104
tasks 83

N
Native Command Queuing 93
NCQ 93
non-redundant logical drives 154
Notification Manager
  Actions menu 166
  buttons 171
notification types
  email notifications 111
notifications 106 to 118
  event alerts 117
Notifications Manager 106 to 117
clearing the log 110
disabling 110
modifying systems 109
opening 106
re-enabling 110
removing systems 109
test events 108

O
online help 50
opening Adaptec Storage Manager
  Linux 29
  OpenServer 29
  Solaris 29
  UnixWare 29
OpenServer
  controller support 17
  installing Adaptec Storage Manager 21
  starting Adaptec Storage Manager 29
  starting the Agent 32
operating system event log 118
operating systems 17

P
parity 157
partitioning logical drives 36
partitions 70
permission levels 27
Physical Devices View 44, 46
  icons 47, 169
pool hot spares 55
power management 75 to 78
  disabling 77
  spin-up limits 77
  stay awake period 76
timers 41, 75
power status icon 105
properties 87
Properties button 87

**Q**
Quick (initialize method) 65

**R**
RAID
distributed spare drives 158
mirrored data 155
non-redundant logical drives 154
parity 157
RAID 0 154
RAID 1 155
RAID 10 156
RAID 1E 155
RAID 5 157
RAID 50 159
RAID 5EE 158
RAID 6 160
stripe size 64
RAID 60 160
stripe size 64
striping data 154
RAID levels
changing 70
custom configuration 38
express configuration 34
selecting 38
RAID segments 153
RAID Volumes 71
RaidCfg.log file 93
read cache 64
REBOOT 151
rebuilding (defined) 137, 138
rebuilding logical drives 140
recurring tasks 81
registering new controllers 91
Relative Size Capacity View 49
remote systems 26
removing 33
startup port number 33
Remote systems wizard 128
renaming logical drives 63
rescanning controllers 92
ROM Update wizard 97
running Adaptec Storage Manager
Linux 29
OpenServer 29
Solaris 29
UnixWare 29

**S**
Scheduled (task status) 83
scheduling tasks 81
rescheduling 84
supported tasks 81
changing RAID level 71
expanding logical drives 70
modifying logical drives 64
verifying 68
verifying with fix 67
See also tasks
Secure erase 89
segments 59, 153
Self-Monitoring, Analysis and Reporting Technology (SMART) 90
silencing alarm
controller-level 92
enclosure-level 96
system-level 95
simple volumes 74
time limitations for logical drives 40
size of logical drives 60
Skip (initialize method) 139
SMART statistics 90
SMTP server 114
SNMP support
Linux 117
Windows 116
software license keys 125
software upgrades 125
Solaris
controller support 17
installing Adaptec Storage Manager 21
starting Adaptec Storage Manager 29
starting the Agent 32
solid state drive (SSD) 47
spares. See hot spares
standard unit of measure 127
starting Adaptec Storage Manager
Linux 29
OpenServer 29
Solaris 29
UnixWare 29
startup port number 33
statistics logging 119 to 122
disabling 122
enabling 30
logging frequency 119, 120
proxy server 121
reporting interval 119, 120
viewing 123
status
components 87
disk drives 46, 47
display group systems 133
enclosures 50, 169
event log 50
logical drive properties 87
task events 83
tasks 83
View buttons 49
status icons
enclosure status icons 105
main window 104
Task Manager 83
status. See monitoring
storage space 11
examples 15
stripe size 64
striping 154
support archive file 141
system groups. See display groups
system requirements 17
systems
Actions menu 164
enabling alarm 96
local systems 26
properties 87
remote systems 26
testing alarm 94

T
Task Event Viewer 83
Task List 83
Task Manager
Actions menu 167
buttons 172
deleting tasks 84
disabling 84
missed start times 84
modifying tasks 84
monitoring tasks 83
opening 82
re-enabling 85
scheduling tasks
supported tasks 167
Task Event Viewer 83
Task List 83
Task Scheduler. See Task Manager
tasks
deleting 84
event status 83
missed start times 84
modifying 84
monitoring 83
recurring 81
scheduling 81
status 83
supported tasks 167
Tasks tab 82
TCP/IP port number (default) 106
Technical Support Identification (TSID) number 3
temperature status icon 105
terminology 11
test events
email notifications 113
failed 114
logged notifications 108
failed 109
testing alarm
controller-level 91
closure-level 96
system-level 94
Text Description View 49
tool bar buttons 171 to 172
TSID Number
See Technical Support Identification Number

U
uninstalling Adaptec Storage Manager 51
Linux 51
Windows 51
UnixWare
controller support 17
installing Adaptec Storage Manager 21
starting Adaptec Storage Manager 29
starting the Agent 32
updating Adaptec Storage Manager 125
upgrade features 125
unlocking 125
User permissions 27
user permissions 27

V
verifying and fixing logical drives 67
verifying logical drives 67, 68
automatic verification 67
background verification 67
icon 68
manual verification 67
View buttons 49
Views
enclosures 49
Full Size Capacity 49
Relative Size Capacity 49
Text Description 49
VMWare
controller support 17
installing Adaptec Storage Manager 22

W
Windows
controller support 17
installing Adaptec Storage Manager 19
   silent installation 149
SNMP support 116
   starting the Agent 31
   uninstalling Adaptec Storage Manager 51
write cache 64
write-back 64
write-through 64