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:

```
This TSID number will be required when contacting technical support.

<table>
<thead>
<tr>
<th>TSID: PTNNNNNNYYYWW</th>
</tr>
</thead>
<tbody>
<tr>
<td>(TP) PRODUCT PN: PPPPPPPP PPPPPP PP PPPPP</td>
</tr>
<tr>
<td>(SN) PRODUCT S/N: XXXXXXXXXX00000X</td>
</tr>
</tbody>
</table>
```

- 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.
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Legal Department
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Milpitas, California 95035
Contents

Getting Started with the Command Line Utility
- Installing the Command Line Utility ................................................................. 8
  - Installing on Windows .................................................................................. 8
  - Installing on Linux ..................................................................................... 8
  - Installing on OpenServer and UnixWare .................................................... 8
  - Installing on Solaris ................................................................................... 9
  - Installing on FreeBSD ................................................................................ 9
  - Installing on VMWare ................................................................................ 10
  - Starting the Command Line Utility ............................................................... 10

Using the Command Line Utility
- ARCCONF Commands .................................................................................. 12
  - arcconf atapassword .................................................................................... 12
  - arcconf copyback ....................................................................................... 12
  - arcconf create ............................................................................................ 13
  - arcconf datascrub ....................................................................................... 14
  - arcconf delete ............................................................................................. 14
  - arcconf driverupdate ................................................................................ 15
  - arcconf failover .......................................................................................... 15
  - arcconf getconfig ....................................................................................... 15
  - arcconf getlogs .......................................................................................... 16
  - arcconf getsmartstats ............................................................................... 17
  - arcconf getstatus ....................................................................................... 17
  - arcconf getversion ..................................................................................... 17
  - arcconf identify ......................................................................................... 18
  - arcconf imageupdate ................................................................................ 18
  - arcconf key ................................................................................................. 19
  - arcconf modify ........................................................................................... 19
  - arcconf rescan ............................................................................................ 20
  - arcconf resetstatisticscounters ................................................................ 20
  - arcconf romupdate .................................................................................... 20
<table>
<thead>
<tr>
<th>Function</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td><code>arcconf savesupportarchive</code></td>
<td>21</td>
</tr>
<tr>
<td><code>arcconf setalarm</code></td>
<td>21</td>
</tr>
<tr>
<td><code>arcconf setcache</code></td>
<td>22</td>
</tr>
<tr>
<td><code>arcconf setconfig</code></td>
<td>22</td>
</tr>
<tr>
<td><code>arcconf setmaxiqcache</code></td>
<td>23</td>
</tr>
<tr>
<td><code>arcconf setname</code></td>
<td>23</td>
</tr>
<tr>
<td><code>arcconf setncq</code></td>
<td>24</td>
</tr>
<tr>
<td><code>arcconf setperform</code></td>
<td>24</td>
</tr>
<tr>
<td><code>arcconf setpower</code></td>
<td>24</td>
</tr>
<tr>
<td><code>arcconf setpriority</code></td>
<td>25</td>
</tr>
<tr>
<td><code>arcconf setstate</code></td>
<td>26</td>
</tr>
<tr>
<td><code>arcconf setstatsdatacollection</code></td>
<td>26</td>
</tr>
<tr>
<td><code>arcconf task</code></td>
<td>27</td>
</tr>
</tbody>
</table>
In this chapter...

Installing the Command Line Utility ................................................................. 8
Starting the Command Line Utility ................................................................. 10

This chapter explains how your Adaptec RAID controllers support the use of the ARCCONF command line utility.

This utility allows you to:

● Create and delete logical drives
● Display and modify configuration settings
● Copy configurations from one computer to another
● Recover from a failed physical device and rebuild an affected logical drive
● Flash new firmware and BIOS onto the controller
● Enable the controller to check the removal and connection of any disk drives
● Automatically update Windows drivers
● Provides access to the status and event logs of a controller
● Isolate problems and determine their causes
Chapter 1: Getting Started with the Command Line Utility

Installing the Command Line Utility

The ARCCONF command line utility is provided on the Adaptec RAID Controller Installation DVD. The utility is automatically installed in the same directory as Adaptec Storage Manager and must remain there.

Installing on Windows

To install ARCCONF on Windows systems:

1. Start the computer.
2. After Windows starts, insert the Adaptec RAID Controller Installation DVD. The Installation DVD Main Menu opens.
3. Select Install Adaptec Storage Manager. The Installation wizard opens. (If it doesn’t open, select Browse the CD, then click Autorun.)
4. Follow the on-screen instructions to complete the installation.

Installing on Linux

To install ARCCONF on Linux systems:

1. Start the computer.
2. After Linux starts, insert the Adaptec RAID Controller Installation DVD.
3. Mount the Adaptec RAID Controller Installation DVD:
   - Red Hat—mount /dev/cdrom /mnt/cdrom
   - SuSE—mount /dev/cdrom /media/cdrom
4. Change to the manager directory:
   - Red Hat—cd /mnt/cdrom/ASMCD/linux/manager
   - SuSE—cd /media/cdrom/ASMCD/linux/manager
5. Extract the RPM package and install it:
   - rpm --install ./StorMan*.rpm
6. Unmount the RAID Controller Installation DVD:
   - Red Hat—umount /mnt/cdrom
   - SuSE—umount /media/cdrom

Installing on OpenServer and UnixWare

To install ARCCONF on OpenServer and UnixWare systems:

1. Insert the Adaptec RAID Controller Installation DVD.
2. Mount the Adaptec RAID Controller Installation DVD:
   - mount -r -F cdfs /dev/cdrom/cdromdevicefile /mnt
where `cdromdevicefile` is the device file, for example, `c0b0t010`, for a DVD-ROM block device. To determine the actual filename, look in the `/dev/cdrom` directory.

3 Use `pkgadd` to install Adaptec Storage Manager:

```
pkgadd -d /mnt/ASMCD/unixware/manager/RaidMan.ds (for UnixWare)
pkgadd -d /mnt/ASMCD/openserv6/manager/RaidMan.ds (for OpenServer 6)
```

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

5 Unmount the RAID Controller Installation DVD:

```
umount /mnt
```

### Installing on Solaris

To install ARCCONF on Solaris systems:

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.)

   ```
   mount -F hsfs -o ro /dev/dsk/c1t0d0s2 /mnt
   ```

2 Install Adaptec Storage Manager:

```
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 RAID Controller Installation DVD. Refer to your operating system documentation for detailed instructions.

### Installing on FreeBSD

To install ARCCONF on FreeBSD systems:

1 Insert the Adaptec RAID Controller Installation DVD.

2 Mount the Adaptec RAID Controller Installation DVD:

```
mount /cdrom /mnt
```

   **Note:** Your DVD-ROM drive may have a different device name or path.

3 Install Adaptec Storage Manager:

   For FreeBSD for x86 (32-bit):

   ```
   pkg_add /<mount point>/ASMCD/freebsd/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 RAID Controller Installation DVD. Refer to your operating system documentation for detailed instructions.

Installing on VMWare

To install ARCCONF on VMWare systems:

1 Insert the Adaptec RAID Controller Installation DVD.

2 Mount the Adaptec RAID Controller Installation DVD:
   ```
   mount -r /dev/cdrom /mnt/cdrom
   ```

3 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`

4 Extract the Linux Adaptec Storage Manager RPM package and install it:
   ```
   rpm --install --nodeps ./StorMan*.rpm
   ```
   **Note:** Ignore the note saying "Application can be started by typing /usr/StorMan/StorMan.sh". VMWare does not support the Adaptec Storage Manager GUI.

5 Change to the `/usr/StorMan` directory, then enter this command:
   ```
   chmod +x arcconf
   ```

6 Unmount the RAID Controller Installation DVD. Refer to your operating system documentation for detailed instructions.

Starting the Command Line Utility

To start ARCCONF, enter one of the following commands:

- **Windows**—`<install_dir>/arcconf.exe`
- **Linux**—`/usr/<install_dir>/arcconf`
- **UnixWare/OpenServer**—`/opt/RaidMan/arcconf`
- **Solaris**—`/usr/StorMan/arcconf`
- **FreeBSD**—`<install_dir>/arcconf`
- **VMWare**—`/usr/StorMan/arcconf`

*Install_dir* is the directory where the utility is installed.

To see a list of available commands, type ARCCONF at the prompt. The utility command functions are detailed in the next chapter, *Using the Command Line Utility*. 
In this chapter...

ARCCONF Commands

This chapter explains how to use the command line utility interactively or in batch mode. With interactive mode, enter commands at the prompt. In batch mode, create scripts and run the script in the appropriate shell. For example:

<table>
<thead>
<tr>
<th>Environment</th>
<th>Batch File</th>
<th>Run Script</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows</td>
<td>.bat</td>
<td>CMD.EXE</td>
</tr>
<tr>
<td>Linux/Unix</td>
<td>.sh</td>
<td>sh / bash</td>
</tr>
</tbody>
</table>

In either mode, if your command fails, you immediately see an error message of Command failed. Other script messages that you can get are Command completed successfully, or Command aborted.

The return values for each command are the same:

- 0x00: SUCCESS
- 0x01: FAILURE - The requested command failed
- 0x02: ABORT - The command was aborted because parameters failed validation
- 0x03: INVALID_ARGUMENTS - The arguments are incorrect. (Displays COMMAND help)

Available commands are described on the following pages, in alphabetical order. To access a list of commands, type ARCCONF and press Enter.

To access the online help for a specific command, type ARCCONF <command>, then press Enter.
ARCCONF Commands

Perform the following functions from the command line:

<table>
<thead>
<tr>
<th>ARCCONF COMMANDS</th>
</tr>
</thead>
<tbody>
<tr>
<td>atapassword</td>
</tr>
<tr>
<td>copyback</td>
</tr>
<tr>
<td>create</td>
</tr>
<tr>
<td>datascrub</td>
</tr>
<tr>
<td>delete</td>
</tr>
<tr>
<td>driverupdate</td>
</tr>
<tr>
<td>failover</td>
</tr>
<tr>
<td>getconfig</td>
</tr>
<tr>
<td>getlogs</td>
</tr>
<tr>
<td>getsmartstats</td>
</tr>
<tr>
<td>getstatus</td>
</tr>
<tr>
<td>getversion</td>
</tr>
<tr>
<td>identify</td>
</tr>
<tr>
<td>imageupdate</td>
</tr>
<tr>
<td>key</td>
</tr>
<tr>
<td>modify</td>
</tr>
<tr>
<td>rescan</td>
</tr>
<tr>
<td>resetstatisticscounters</td>
</tr>
<tr>
<td>romupdate</td>
</tr>
<tr>
<td>savesupportarchive</td>
</tr>
<tr>
<td>setcache</td>
</tr>
<tr>
<td>setconfig</td>
</tr>
<tr>
<td>setmaxiqcache</td>
</tr>
<tr>
<td>setname</td>
</tr>
<tr>
<td>setncq</td>
</tr>
<tr>
<td>setperform</td>
</tr>
<tr>
<td>setpower</td>
</tr>
<tr>
<td>setalarm</td>
</tr>
<tr>
<td>setpriority</td>
</tr>
<tr>
<td>setcache</td>
</tr>
<tr>
<td>setstatsdatacollection</td>
</tr>
<tr>
<td>task</td>
</tr>
</tbody>
</table>

**Note:** In the online command syntax, <> indicates a required parameter and [] indicates an optional parameter.

**arconf atapassword**

Sets or clears the Secure Erase password for SATA drives. See *arconf task* on page 27 for more information about Secure Erase.

**Syntax**

ARCCONF ATAPASSWORD <Controller#> SET <new password> <Channel # ID#> ...
ARCCONF ATAPASSWORD <Controller#> CLEAR <current password> <Channel # ID#> ...

**Parameters**

new password|current password is the case-sensitive password string.

Channel/ID lists the space-delimited channel number and device number (ID) pairs for each drive on which to set or clear the password.

**Examples**

ARCCONF ATAPASSWORD 1 SET uR8ryx 0 1
ARCCONF ATAPASSWORD 1 CLEAR uR8ryx 0 1

**arconf copyback**

Enables or disables the copyback feature, which attempts to keep drives in the original slot order after rebuilds.

**Syntax**

ARCCONF COPYBACK <Controller#> <ON|OFF>

**Parameters**

Controller# is the controller number

On enables the copyback feature

Off disables the copyback feature
Example

ARCCONF COPYBACK 1 ON

arcconf create

Creates a new logical drive or JBOD. You must provide the channel and device ID of the physical devices.

On redundant logical drives, ARCCONF performs autosynchronization.

ARCCONF presents JBODs as physical devices, not logical drives.

Syntax

ARCCONF CREATE <Controller#> LOGICALDRIVE [Options] <Size> <RAID#> <CHANNEL# DRIVE#> ... [noprompt]
ARCCONF CREATE <Controller#> LOGICALDRIVE RVOLUME <LD#> <LD#> [LD#] ... [noprompt]
ARCCONF CREATE <Controller#> JBOD <CHANNEL# DRIVE#> [CHANNEL# DRIVE#] ... [noprompt]

Parameters

Controller# is the controller number

Logical Drive indicates the logical drive stripe size with the following options:

- Stripesize <STRIPE>—Allows the logical drive stripe size to be built. Optional parameters for specifying a stripe size. STRIPE is specified in kilobytes 16, 32, 64, 128, 256, 512 and 1024 are supported. The default is 256KB.
- Legs <LEG>—Optional parameters for specifying number of legs. Value is an integer.
- LEG—Number of legs for RAID level 50 or 60.
  - RAID 50—2-16 legs, 3-32 drives/leg, 128 drives max.
  - RAID 60—2-16 legs, 4-16 drives/leg, 128 drives max.
- Name <NAME>—Optional parameter for specifying the alias name of a logical device that is displayed in the utilities. Value is a string of up to 16 characters.
- Priority <PRIORITY>—Initialization Priority for logical drive to be created. Valid options are: HIGH, MED, or LOW.
- Method <METHOD>—Initialization method for the logical drive. Valid options include: BUILD, CLEAR, QUICK, SKIP.
- Rcache—The parameter to set the logical drive read cache.
  - RON - read cache on
  - ROFF - read cache off
- Wcache—The parameter to set the logical drive write cache.
  - WT - write-through disabled
  - WB - write-back enabled
  - WBB - write-back enabled (when protected by a battery)
- MaxIQcache—The parameter to set the logical drive MaxIQ cache.
  - ION - MaxIQ cache on
  - IOFF - MaxIQ cache off

Size indicates the size of the logical drive in megabytes. Use MAX to set size to available space.
RAID# indicates the RAID level for the new logical drive. 0, 1, 1E, 10, 5, 5EE, 50, 6, 60, and volume are supported.

Channel# Drive# lists the space-delimited channel number and device number pairs for each device to add to the logical drive.

Rvolume is the RAID level for a RAID volume logical drive.

LD# is the logical drive numbers for two or more logical drives to be concatenated into the RAID volume.

Noprompt: No prompt for confirmation

**Examples**

```bash
ARCCONF CREATE 1 LOGICALDRIVE STRIPESIZE 64 MAX 0 1 0 2 0 3 2 NOPROMPT
ARCCONF CREATE 1 JBOD 0 1 NOPROMPT
```

---

**arcconf datascrub**

Toggles the background consistency check modes of the controller.

**Syntax**

```bash
ARCCONF DATASCRUB <Controller#> <on|off|period <DAYS>> [noprompt]
```

**Parameters**

- **Controller#** is the controller number.
- **On** turns background consistency check on.
- **Off** turns background consistency check off.
- **Period <DAYS>** sets the number of days to complete the background consistency check. The minimum value is 10 days (quick), the maximum is 365 days (slow). Setting the period automatically turns background consistency check on.
- **Noprompt** is an optional parameter that suppresses the confirmation prompt.

**Examples**

```bash
ARCCONF DATASCRUB 1 PERIOD 30
ARCCONF DATASCRUB 1 OFF
```

---

**arcconf delete**

Deletes a logical drive or JBOD. All data stored on the logical drive or JBOD will be lost. Spanned drives cannot be deleted with this function.

**Syntax**

```bash
ARCCONF DELETE <Controller#> LOGICALDRIVE <LogicalDrive#> <LD#> <LD#> [noprompt]
ARCCONF DELETE <Controller#> JBOD <CHANNEL# DRIVE#> [CHANNEL# DRIVE#] ... [noprompt]
ARCCONF DELETE <Controller#> LOGICALDRIVE|JBOD ALL [noprompt]
```

**Parameters**

- **Controller#** is the controller number
- **LogicalDrive#** is the number of the logical drive to be deleted.
LogicalDrive|JBOD ALL deletes all logical drives or JBODs.

Noprompt is an optional parameter that suppresses alert messages.

**Examples**

```
ARCCONF DELETE 1 LOGICALDRIVE 1 2 3
ARCCONF DELETE 1 JBOD ALL
```

**arcconf driverupdate**

Updates Windows device drivers. When given a directory name, it will attempt to update a driver to the version found in the given directory.

**Note:** This command is available only on Windows systems.

**Syntax**

```
ARCCONF DRIVERUPDATE <DirName>
```

**Parameters**

Driverupdate <DirName> is the directory path containing the driver that you want to update.

**Example**

```
ARCCONF DRIVERUPDATE C:\WINDOWS\ALL
```

**arcconf failover**

Turns automatic failover on and off.

**Syntax**

```
ARCCONF FAILOVER <Controller#> <on|off>
```

**Parameters**

Controller# is the controller number.

On turns the controller failover mode on.

Off turns the controller failover mode off.

**Example**

```
ARCCONF FAILOVER 1 ON
```

**arcconf getconfig**

Lists information about the controllers, logical drives, and physical devices. This information can include (but is not limited to) the following items:

- Controller type
- BIOS, boot block, device driver, and firmware versions
- Logical drive status, RAID level and size,
- MaxIQ cache status (enabled/disabled), cache policy (low, medium, high), and read/write balance
- Device type, device ID, presence of PFA, SSD status (SSD or not, part of MaxIQ pool, MaxIQ pool compatibility)
● Physical device state
● Number of Solid State Disks (SSDs) assigned to MaxIQ pool, maximum number of SSDs that can be assigned to MaxIQ pool
● Enclosure information: fan, power supply, and temperature status

Syntax
ARCCONF CONFIG <Controller#> [AD|LD [LD#]|PD|AL]

Parameters
Controller# is the controller number
AD/LD/PD/AL options:
● AD—Adapter information only
● LD—Logical drive information only
● PD—Physical device information only
● AL—All information (optional)

Example
ARCCONF GETCONFIG 1 AD

arcconf getlogs
Provides access to controller status and event logs and usage statistics, including:
● DEVICE—A log of device errors that the controller encountered.
● DEAD—A log that records any occurrences of defunct devices.
● EVENT—A log of special events that may have occurred (rebuilds, LDMs, etc.).
● STATS—A log of controller usage statistics.

Syntax
ARCCONF GETLOGS <Controller#> <Type> [clear|tabular]

Parameters
Controller# is the controller number.
Type is one of the following:
● DEVICE
● DEAD
● EVENT
● STATS

Clear clears the specified log.

Note: This option is valid only for the DEVICE, DEAD, and EVENT log types.

Tabular displays the log or statistics in tabular format.

Examples
ARCCONF GETLOGS 1 DEVICE
ARCCONF GETLOGS 1 STATS Tabular

**arcconf getsmartstats**

Displays SMART statistics for the hard drives and Solid State Drives (SSDs) on a controller.

**Note:** For more information about SMART statistics, see the *Adaptec Storage Manager User's Guide*.

**Syntax**

ARCCONF GETSMARTSTATS <Controller#> [Tabular]

**Parameters**

Controller# is the controller number.

Tabular creates output in tabular format.

**Examples**

ARCCONF GETSMARTSTATS 1

ARCCONF GETSMARTSTATS 1 TABULAR

**arcconf getstatus**

The GETSTATUS function displays the status of any background command that is currently running. Including information about the most recent rebuild, synchronization, logical-drive migration, and compaction/expansion. The information includes the type of operation, status, logical drive number, logical drive size, and percentage of the operation completed.

**Note:**

1. GETSTATUS reports currently active operations for both ARCCONF commands and commands issued from the Adaptec Storage Manager.
2. GETSTATUS reports verify, clear, initialize, and secure erase operations on physical devices.
3. GETSTATUS only reports active operations. It does not display information if the operation is completed.

**Syntax**

ARCCONF GETSTATUS <Controller#>

**Parameters**

Controller# is the controller number

**Example**

ARCCONF GETSTATUS 1

**arcconf getversion**

Lists version information for all controllers or a specific controller’s software components, including information about the BIOS, driver, firmware currently running, and firmware that will run after a reboot.

**Note:** The firmware version that will run after a reboot is called the “staged” firmware.
Chapter 2: Using the Command Line Utility

Syntax
ARCCONF GETVERSION (use this for information on all controllers)
ARCCONF GETVERSION <Controller#> (use this for information on a specific controller)

Parameters
Controller# is the controller number

Example
ARCCONF GETVERSION

**arccconf identify**
Identifies a physical or logical device by blinking its LEDs.

Syntax
ARCCONF IDENTIFY <Controller#> LOGICALDRIVE <LogicalDrive#>
ARCCONF IDENTIFY <Controller#> DEVICE <Channel#> <ID>

Parameters
Controller# is the controller number
LogicalDrive# is the number of the logical drive to be identified
Channel# is the channel number for the device to be identified
Device# is the device number for the device to be identified

Example
ARCCONF IDENTIFY 1 DEVICE 0 0
ARCCONF IDENTIFY 1 ALL

**arccconf imageupdate**
Allows new firmware to be flashed to the hard drive.

Syntax
ARCCONF IMAGEUPDATE <Controller#> DEVICE <Channel# ID# ChunkSize# Filename> [Mode#] [noprompt]

Parameters
Controller# is the controller number
Channel# is the channel number of the device to be updated
ID# is the device number of the device to be updated
ChunkSize# is the chunk size, in bytes, to be used to update the firmware

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

Filename is the name of the firmware update file
Mode# is the firmware update mode. Valid values are:
- 3-(SATA) Download with offsets and save image for immediate and future use
Chapter 2: Using the Command Line Utility

- 7-(SAS) Download microcode with offsets, save, and activate

Noprompt is an optional parameter that suppresses alert messages.

**Example**

```
ARCCONF IMAGEUPDATE 1 DEVICE 0 83 16384 ados.lod 3
```

**arcconf key**

Loads a feature key onto an Adaptec controller.

**Syntax**

```
ARCCONF KEY <Controller#> SET <Key#>
```

**Parameters**

- Controller# is the controller number
- Key# is the key number provided by Adaptec

**Example**

```
ARCCONF KEY 1 SET ABCD EFGH IJKL MNOP QRST UVWX
```

**arcconf modify**

Morphs a logical device from one raid level to another (RAID Level Migration). Expands a logical device from original to one with larger capacity (Online Capacity Expansion). Can be used to make mirrored sets.

**Syntax**

```
MODIFY <Controller#> FROM <LogicalDrive#> TO [Options] <Size> <RAID#> <CHANNEL# DRIVE#> [CHANNEL# DRIVE#] [noprompt]
```

**Parameters**

- Controller# is the controller number
- From indicates that the logical drive to be modified will follow
- LogicalDrive# is the logical drive number
- TO indicates that the modifications will follow
- Options:
  - Stripesize—indicates the stripe size in KB. Options are 16, 32, 64, 128, 256, 512, and 1024. The default is 256KB.
  - init_priority—is the priority level of the modification. Options are low, med, and high.
  - Legs— is the number of subarrays for a RAID level-50 or RAID level 60 array. Possible values are 2-16 legs and 3-16 drives/leg (to 48 drives maximum).

**Size** is one of the following values:

- MAX indicates that you want to use all available space on the disk.
- Desired size in MB.

**Note:** The CHANNEL# and DRIVE# parameters is the list of devices that will contain the target modification object. Channel and device_ID are repeatable parameters.
Chapter 2: Using the Command Line Utility

Channel# is the channel number for the device.

Drive# is the device_ID (device number) for the device.

Noprompt is an optional parameter that overrides the user prompt.

**Example**

ARCCONF MODIFY 1 FROM 2 TO 2048 0 0 123 0 124 0 117

**arcconf rescan**

Enables the controller to check for the removal of any disk drives in the ready state and to check for the connection of any new disk drives to the controller. The command returns when the rescan is complete.

**Syntax**

ARCCONF RESCAN <Controller#>

**Parameters**

Controller# is the controller number

**Example**

ARCCONF RESCAN 1

**arcconf resetstatisticcounters**

Resets statistics counters for a controller. Use this command to clear the counters and create fresh statistics.

**Syntax**

ARCCONF RESETSTATISTICSCOUNTERS <Controller#>

**Parameters**

Controller# is the controller number.

**Example**

ARCCONF RESETSTATISTICSCOUNTERS 1

**arcconf romupdate**

Allows new firmware and BIOS to be flashed to the controller. A reboot is required for the new firmware to take effect.

**Note:**

1. This function is only supported in Windows and Linux.
2. Be sure to copy the *.UFI update files from the CD and not from the BIOS/Firmware update diskettes.

**Syntax**

ARCCONF ROMUPDATE <Controller#> <BaseName>

**Parameters**

Controller# is the controller number. 
BaseName is the name of the ROM image basename or the fully qualified name if you have a set of controller ROM images.

**Note:** All UFI files must be in the same directory prior to invoking `ARCCONF`. If you are copying UFI files from floppy images, be sure to check all images.

**Example**

```
ARCCONF ROMUPDATE 1 AC2200
ARCCONF ROMUPDATE 1 AC220001.UFI
```

**arcconf savesupportarchive**

Saves configuration and status information to help Adaptec Customer Support diagnose a problem with your system. Saved information includes (but is not limited to) device logs, drive logs, event logs, error logs, controller logs, and SSD SMART statistics. (For more information about SMART statistics, see `arcconf getsmartstats` on page 17.)

The log files are saved in the Support folder in the standard logs directory for your operating system (/var/log for Linux, the ASM install directory on Windows, and so on).

**Note:** Unlike the Save Support Archive feature in Adaptec Storage Manager, this command does not create a zip (“archive”) file. It simply saves the support files and logs in the Support folder.

**Syntax**

```
ARCCONF SAvesupportarchive
```

**Parameters**

None.

**Example**

```
ARCCONF SAVESUPPORTARCHIVE
```

**arcconf setalarm**

Sets the state of the controller audible alarm, if present.

**Syntax**

```
ARCCONF SETALARM <Controller#> <on|off|silence|test>
```

**Parameters**

- Controller# is the controller number
- On enables the alarm
- Off disables the alarm
- Silence quiets the currently sounding alarm
- Test triggers the alarm

**Example**

```
ARCCONF SETALARM 1 TEST
ARCCONF SETALARM 1 SILENCE
```
**arcconf setcache**

Changes a logical drive's cache mode.

**Syntax**

ARCCONF SETCACHE <Controller#> LOGICALDRIVE <LogicalDrive#> <logical mode> [noprompt]
ARCCONF SETCACHE <Controller#> DEVICE <Channel> <ID> <physical mode>

**Parameters**

Controller# is the controller number

LogicalDrive# is the number of the logical drive whose cache will be altered

Logical drive cache modes:

- RON - read cache on
- ROFF - read cache off
- WT - write through disabled
- WB - write back enabled
- WBB - write back enabled (when protected by a battery)

Channel/ID lists the space-delimited channel number and device number pairs for each device to add to the logical drive.

Physical device cache modes:

- WT - write through disabled
- WB - write back enabled

**Examples**

ARCCONF SETCACHE LOGICALDRIVE 1 RON
ARCCONF SETCACHE DEVICE 0 0 WB

**arcconf setconfig**

Resets the controller's configuration. Logical drives are deleted, hard disks are reset to the READY state, and any controller settings are reset to default values.

**Syntax**

ARCCONF SETCONFIG <Controller#> DEFAULT [noprompt]

**Parameters**

Controller# is the controller number

Default restores the controller's default configuration.

Noprompt: No prompt for confirmation.

**Example**

ARCCONF SETCONFIG 1 DEFAULT
**arcconf setmaxiqcache**

Enables/disables MaxIQ caching for a logical drive, adds a Solid State Drive (SSD) to the MaxIQ pool, removes an SSD from the MaxIQ pool, and sets the MaxIQ Read/Write balance and fetch rate.

**Note:** Before you can enable the MaxIQ cache, you must assign at least one SSD to the MaxIQ pool. Additionally, read caching must also be enabled (see page 22).

**Syntax**

\[
\text{ARCCONF SETMAXIQCACHE <Controller#> ENABLE|DISABLE <LogicalDrive#>}
\]

\[
\text{ARCCONF SETMAXIQCACHE <Controller#> ADDTOPOOL|REMOVEFROMPOOL <Channel# Device#>}
\]

\[
\text{ARCCONF SETMAXIQCACHE <Controller#> RWBALANCE <Read#> <Write#>}
\]

\[
\text{ARCCONF SETMAXIQCACHE <Controller#> FETCHRATE <Rate#>}
\]

**Parameters**

Controller# is the controller number

LogicalDrive# is the number of the logical drive

Channel# is the channel number for the SSD

Device# is the device number for the SSD

Read#/Write# is the read/write ratio for invalidating data on the SSD. When the ratio is reached, the page is removed from the cache. Valid values range from 1-10 for each parameter.

Rate# is the cache fetch rate from 1 (low) to 1000 (high). The default is 100.

**Examples**

\[
\text{ARCCONF SETMAXIQCACHE 1 ENABLE 1}
\]

\[
\text{ARCCONF SETMAXIQCACHE 1 ADDTOPOOL 0 1}
\]

\[
\text{ARCCONF SETMAXIQCACHE 1 REMOVEFROMPOOL 0 1 0 2}
\]

\[
\text{ARCCONF SETMAXIQCACHE 1 RWBALANCE 4 1}
\]

\[
\text{ARCCONF SETMAXIQCACHE 1 FETCHRATE 200}
\]

**arcconf setname**

Renames a logical drive.

**Syntax**

\[
\text{ARCCONF SETNAME <Controller#> LOGICALDRIVE <LogicalDrive#> <New Name>}
\]

**Parameters**

Controller# is the controller number

LogicalDrive# is the number of the logical drive to be renamed

New Name is the new name of the logical drive

**Example**

\[
\text{ARCCONF SETNAME 1 LOGICALDRIVE 1 BACKUP_A}
\]
Chapter 2: Using the Command Line Utility

arcconf setncq
Changes the controller’s Native Command Queuing (NCQ) setting to enabled or disabled. This setting affects the SATA disk drives on the controller. It takes effect when the SATA drives are restarted.

Syntax
ARCCONF SETNCQ <Controller#> ENABLE|DISABLE

Parameters
Controller# is the controller number.

Example
ARCCONF SETNCQ 1 ENABLE

arcconf setperform
Changes controller settings based on the application.

Syntax
ARCCONF SETPERFORM <Controller#> <Performance Mode>

Parameters
Controller# is the controller number.
Performance Mode is 1 (DYNAMIC/Default) or 2 (OLTP/Database).

Example
ARCCONF SETPERFORM 1 2

arcconf setpower
Changes power management settings for disk drives on a controller or logical drive.

Syntax
ARCCONF SETPOWER <Controller#> Stayawake DISABLE|<starttime> <endtime>
ARCCONF SETPOWER <Controller#> Spinup <internal#> <external#>
ARCCONF SETPOWER <Controller#> LD <LogicalDrive#> DISABLE|([SLOWDOWN <st#>]
[POWEROFF <pt#>] [VERIFY <vt#>])

Parameters
Controller# is the controller number.
Stayawake sets the stayawake period for the disk drives on the controller. During the stayawake period, the disk drives always operate at their peak spin rate.
Disable is a keyword that disables the stayawake period for the disk drives on a controller.
starttime specifies the beginning of the stayawake period, in the form HHMM (24-hour format).
endtime specifies the end of the stayawake period, in the form HHMM (24-hour format).
Spinup sets the spin-up limits for the controller—the maximum number of drives that the controller may spin up at one time.
internal# is the maximum number of internal drives that the controller may spin up at one time, from 0-20.
external# is the maximum number of external drives (such as the drives in a JBOD) that the controller may spin up at one time, from 0-20.

LogicalDrive# is the logical drive number.

Slowdown st# sets the disk drive slow-down timer, in minutes. Valid values are 0 (never), 3, 5, 10, 20, 30, 60, 120, 180.

Poweroff pt# sets the disk drive power-off timer, in minutes. Valid values are 0 (never), 3, 5, 10, 20, 30, 60, 120, 180.

Verify vt# sets the period of inactivity, in hours, after which an inactive drive (a drive that’s already powered down) is restarted to verify its operating condition. Once the check is completed, the drive is powered down and returns to its inactive state. Valid values are 0 (never), 1, 2, 3, 8, 12, 24.

**Note:** For the Slowdown, Poweroff, and Verify timers, st# must be less than pt#, and pt# must be less than vt#. You can set one or more timers, in any order, in a single command. Keep in mind that the Verify timer, vt#, is specified in hours; the other two timers are specified in minutes.

**Examples**

```
ARCCONF SETPOWER 1 STAYAWAKE DISABLE
ARCCONF SETPOWER 1 SPINUP 4 4
ARCCONF SETPOWER 1 LD 2 POWEROFF 60
ARCCONF SETPOWER 1 LD 2 SLOWDOWN 20 POWEROFF 60 VERIFY 12
```

**arccconf setpriority**

Changes a task’s execution priority or a controller’s global background task priority.

**Syntax**

```
ARCCONF SETPRIORITY <Controller#> [TASK ID] <New Priority> [current]
```

**Parameters**

Controller# is the controller number.

Task ID is the number of the task to be changed. Use `arccconf getstatus` to obtain the task ID. Omit this parameter to set the controller’s global background task priority; that is, the execution priority for all tasks on the controller.

New Priority is: LOW, MEDIUM, or HIGH.

Current (keyword) applies a global task priority change to running tasks. By default, a global priority change does not apply to running tasks.

**Examples**

```
ARCCONF SETPRIORITY 1 <task_id> HIGH
ARCCONF SETPRIORITY 1 LOW CURRENT
```
arcconf setstate

Changes the state of a physical device or logical device from its current state to the designated state.

**Syntax**

ARCCONF SETSTATE <Controller#> DEVICE <Channel#> <Device#> <State> [LOGICALDRIVE <LD#>[LD#]... ]] [noprompt]

ARCCONF SETSTATE <Controller#> LOGICALDRIVE <LD#> OPTIMAL [ADVANCED <option>] [noprompt]

**Parameters**

Controller# is the controller number.

Channel# is the channel number for the drive.

Device# is the device number for the device.

LD# is the logical drive number.

State:

- HSP—Create a hot spare from a ready drive
- RDY—Remove a hot spare designation
- DDD—Force a drive offline (to Failed)

ADVANCED <option> is an optional keyword/option pair. Set option to Nocheck to force a logical drive to the Optimal state without performing a consistency check.

Noprompt: No prompt for confirmation.

**Examples**

ARCCONF SETSTATE 1 DEVICE 0 0 HSP LOGICALDRIVE 1 2 3

ARCCONF SETSTATE 1 DEVICE 0 0 RDY LOGICALDRIVE 2

ARCCONF SETSTATE 1 LOGICALDRIVE 1 OPTIMAL ADVANCED nocheck

arcconf setstatsdatacollection

Enables or disables statistics collection for a controller. To display the statistics, use the arcconf getlogs command (see page 16).

**Syntax**

ARCCONF SETSTATSDATACOLLECTION <Controller#> Enable|Disable

**Parameters**

Controller# is the controller number.

Enable turns statistics collection on.

Disable turns statistics collection off.

**Example**

ARCCONF SETSTATSDATACOLLECTION 1 ENABLE
**arcconf task**

Performs a task on a logical drive or a physical drive.

**Syntax**

```bash
arcconf task
TASK START <Controller#> LOGICALDRIVE <LogicalDrive#> <options> [noprompt]
TASK STOP  <Controller#> LOGICALDRIVE <LogicalDrive#>
TASK START <Controller#> DEVICE <Channel> <ID> <options> [noprompt]
TASK STOP  <Controller#> DEVICE <Channel> <ID>
```

**Parameters**

- **Controller#** is the controller number
- **LogicalDrive#** is the number of the logical drive in which the task is to be performed
  - Logical drive options:
    - `verify_fix` (Verify with fix)—verifies the logical drive redundancy and repairs the drive if bad data is found.
    - `verify`—verifies the logical drive redundancy without repairing bad data.
    - `clear`—removes all data from the drive.
  - Physical device options:
    - `verify_fix`—verifies the disk media and repairs the disk if bad data is found.
    - `verify`—verifies the disk media without repairing bad data.
    - `clear`—removes all data from the drive.
    - `initialize`—returns a drive to the READY state (erases the metadata).
    - `secureerase [password]`—removes all data from the drive in a secure fashion to prevent any possible recovery of the erased data. See `arcconf atapassword` on page 12 for details about setting the password.

**Example**

```bash
arcconf task start 1 logicaldrive 1 verify
arcconf task start 1 device 0 0 initialize
```