

# SS8462<sup>™</sup>

## SEP Versions 0116 and 0120 Cannot Be Mixed on IOMs in the Same Enclosure

### IOM Update Alert

#### Supported SEP Versions

Each I/O module (IOM) in the SS8462 enclosure has its own Storage Expansion Processor (SEP) to manage local SCSI operations and aggregate communication with the array controllers. Two versions of firmware for this processor are currently supported: SEP 0116-005 and SEP 0120-042.

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**ALERT!** If SEP 0117-101 is installed on your enclosure, contact DDN Support immediately to arrange for a SEP update. **SEP 0117-101 has serious known issues** and updating to a supported release is **MANDATORY**.

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#### Updating the IOM from SEP 0116 to SEP 0120

SEP 0120-042 is the most recent IOM firmware available for the SS8462 enclosure. This release includes several fixes to IOM temperature monitoring and management, voltage monitoring, low power operation, drive spin-up and presentation, and the firmware update process. However, due to installation complexities that can only be handled at the factory, **SEP 0120-042 cannot be installed in the field**. Upgrades from SEP 0116-005 to SEP 0120-042 must therefore be performed by means of an IOM replacement.

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**ALERT!** **Downtime is required** to swap IOMs from SEP 0116-005 to SEP 0120-042.

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Normally, dual-IOM redundancy in the enclosure means no downtime is required to replace an enclosure IOM. But in the case of an upgrade from SEP 0116-005 to SEP 0120-042, there is a change

to the enclosure “vital product data” (VPD). SEP 0116-005 and SEP 0120-042 have different expectations about this data. If these SEP firmware versions are mismatched while both IOMs are running, VPD conflicts will cause erratic behavior and can lead to unpredictable results. Consequently, **enclosure downtime is required in order to replace both IOMs concurrently.**

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**ALERT!** SEP versions 0116-005 and 0120-042 **may never be mixed in the same enclosure.**

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## Mixed SEP Versions Across Enclosures

SEP versions 0116-005 and 0120-042 may be mixed temporarily across *different* enclosures in the same storage array. But this should only be necessary in rare circumstances, and it should always be *temporary*. Running some enclosures on SEP 0116-005 and others on SEP 0120-042 for prolonged periods in the same array is **not recommended**.

It is always best practice to ensure that all IOMs on all enclosures in the storage array are at the same SEP version.

## Contacting DDN Technical Support

Please contact DDN Technical Support at any time if you have questions or require assistance. Support can be reached by phone, by email, or on the web as listed below.

### Web

DDN Community Support Portal  
Portal Assistance

<https://community.ddn.com/login>  
[webportal.support@ddn.com](mailto:webportal.support@ddn.com)

### Telephone

DDN Support Worldwide Directory

<http://www.ddn.com/support/contact-support>

### Email

Support Email

[support@ddn.com](mailto:support@ddn.com)

### Bulletins

Support Bulletins

End-of-Life Notices

Bulletin Subscription Requests

<http://www.ddn.com/support/technical-support-bulletins>

<http://www.ddn.com/support/end-of-life-notices>

[support-tsb@ddn.com](mailto:support-tsb@ddn.com)