

Storage Center Update Utility

Administrator's Guide

About This Guide

This guide describes how to update your storage system using the Storage Center Update Utility.

The Storage Center Update Utility is used to update Storage Center series storage systems that cannot connect to the SupportAssist server. The Update Utility updates the Storage Center Operating System and firmware on any storage system running software version 6.6.5 or later.

Revision History

Document Number: 680-118-002

Table 1. Document Revision History

Revision	Date	Description
A	May 2016	Initial release in support of Storage Center OS Version 7
B	April 2017	Feature release to address distribution types
C	March 2018	Add Unisphere 2018 R1 information
D	August 2019	General update

Audience

The information provided in this guide is intended for users who cannot use the SupportAssist functionality to perform Storage Center updates.

 **CAUTION: Recovery of Storage Center software or system state is not possible without support assistance. Dell EMC recommends backing up the system before initiating any updates.**

Contacting Dell

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services might not be available in your area.

To contact Dell for sales, technical support, or customer service issues, go to www.dell.com/support.

- For customized support, type your system service tag on the support page and click **Submit**.
- For general support, browse the product list on the support page and select your product.

Notes, Cautions, and Warnings

 **NOTE:** A NOTE indicates important information that helps you make better use of your product.

 **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

 **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

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Storage Center Update Utility

Application Overview

Review the following guidelines before downloading and installing the Storage Center Update Utility.

- NOTE:** Storage Center version 7 and later is managed using either the Dell EMC Storage Manager or Unisphere user interface. After updating the Storage Center to version 7, use either Storage Manager or Unisphere to maintain the system. For more information, refer to the *Storage Manager Administrator's Guide* or the *Unisphere and Unisphere Central for SC Series Version Administrator's Guide*.

System Requirements

The Storage Center Update Utility requires the following software versions.

- Storage Center version 6.6.5 or later.
- Windows 7, 8, and 8.1; Windows Server 2008 R2, and Windows Server 2012 R2.
- .NET Framework version 4.5 or later.

System Preparation

The inbound TCP port needs to be open to allow the Update Utility to serve updates. Use either of the following methods to open the inbound TCP port:

- Open the inbound TCP port in the Windows firewall. The default port is 9005.
- Open the inbound TCP port during the Storage Center Update Utility installation procedure by selecting the **Automatically configure Windows Firewall to allow port traffic** checkbox in the **Preferences** dialog box. See [Install the Storage Center Update Utility](#).

Download the Storage Center Update Utility and Software Distro

You will need both the Storage Center Update Utility and the software update distro to perform the software update.

Steps

1. Download the Storage Center Update Utility software from the Drivers and Downloads page of your product on dell.com/storagemanuals.
2. Download the update distro.
 - For SCv2000 series, SCv3000 series, SC5020 series, and SC7020 series Storage Centers, download the update distro either from the Dell Digital Locker or using an FTP link provided by technical support
 - For CT-SC040, SC4020, SC8000, and SC9000, download the update distro using an FTP link provided by technical support.

Install the Storage Center Update Utility

Use this procedure to install the Storage Center Update Utility.

Prerequisites

- NOTE:** Install the Update Utility on a computer that is on the same network as the Storage Center that you want to update. For new Storage Center installations, install the Update Utility software before running the storage system setup wizard.

Steps

1. To start the installation, double-click the **ScuuSetup-1.xx.xx.xx.exe** file.
2. If prompted, allow the installation program to install the Update Utility.

The Update Utility is installed in the C:\Program Files (x86)\Dell\Storage Center Update Utility\ directory and the Update Utility window opens when the installation is complete.

The **Preferences** dialog box opens for new Update Utility installations.

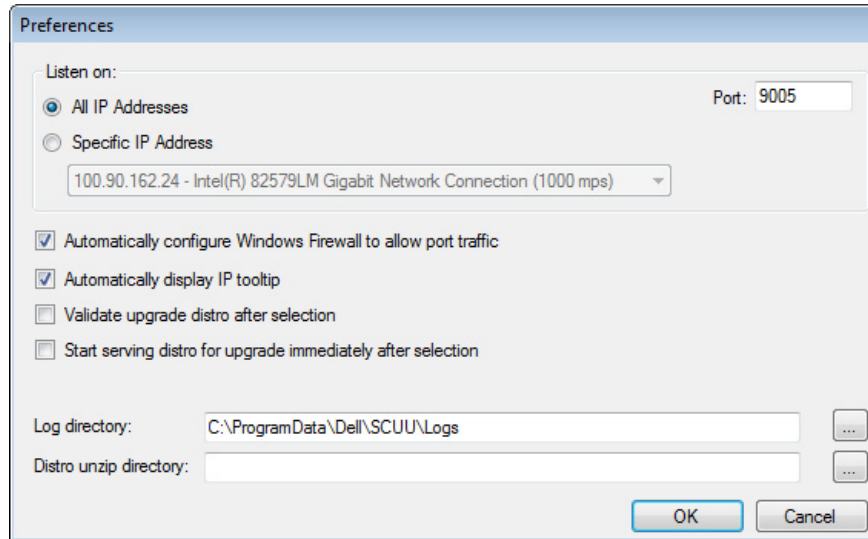


Figure 1. Storage Center Update Utility Preferences Dialog Box

Specify the following information in the **Preferences** dialog box:

- IP address on which the Update Utility listens for update requests. You can specify a specific address, or listen on all IP addresses.
- Port through which the Update Utility communicates.

Next steps

NOTE: The firewall must be disabled on the inbound TCP port to allow the Update Utility to provide updates to the Storage Center. To disable the firewall to allow inbound TCP port traffic, select **Automatically configure Windows Firewall to allow port traffic** in the Preferences dialog box.

Configure SupportAssist Settings

To allow the Storage Center Update Utility to communicate with the Storage Center and provide updates, connect to the Storage Center using either the Dell EMC Storage Manager or Unisphere and configure the SupportAssist settings.

Configure SupportAssist Settings with Dell EMC Storage Manager

Use the Dell EMC Storage Manager to connect to the Storage Center and configure the SupportAssist settings.

About this task

NOTE: For more information about using Storage Manager, refer to the *Dell EMC Storage Manager Administrator's Guide*.

Steps


1. If the Storage Manager Client is connected to a Data Collector, select a Storage Center from the **Storage** view.
2. In the **Summary** tab, click **Edit Settings**.
The **Edit Storage Center Settings** dialog box opens.

3. Click the **SupportAssist** tab.
4. Disable SupportAssist. Click **Turn Off SupportAssist**.
5. Under **Configure Update Utility**, select the **Enabled** checkbox.
6. In the **Update Utility Host or IP Address** field, type the host name or IP address of the Storage Center Update Utility.
7. In the **Update Utility Port** field, type the port of the Storage Center Update Utility. The default port is 9005.
8. Click **OK**.



Configure SupportAssist Settings with Unisphere

Use Unisphere to connect to the Storage Center and configure the SupportAssist settings.

About this task

 **NOTE:** For more information about using Unisphere, refer to the *Unisphere and Unisphere Central for SC Series Administrator's Guide*.


Steps

1. If you are using Unisphere Central, select a Storage Center from the drop-down list in the left navigation pane.
2. Click  **Summary**.
The **Summary** view is displayed.
3. Click  **(Settings)**.
The **Storage Center Settings** dialog box opens.
4. Click the **SupportAssist** tab.
5. Disable SupportAssist. Click **Turn Off**.
6. Under **Use Update Utility**, select the **Enabled** checkbox.
7. In the **Update Utility Host or IP Address** field, type the IP address of the Storage Center Update Utility.
8. In the **Update Utility Port** field, type the port of the Storage Center Update Utility.
9. Click **OK**.


Update Storage Center Software Using a Distro Directory

Use these instructions to update Storage Center software using a distro directory.

Prerequisites

 **CAUTION:** Recovery of Storage Center software or system state is not possible without assistance from technical support. Dell EMC recommends backing up the system before performing a Storage Center software update.

About this task

 **NOTE:** For more information about using Storage Manager or Unisphere, refer to the *Dell EMC Storage Manager Administrator's Guide* or the *Unisphere and Unisphere Central for SC Series Version Administrator's Guide*, respectively.

Steps

1. Start the Update Utility.

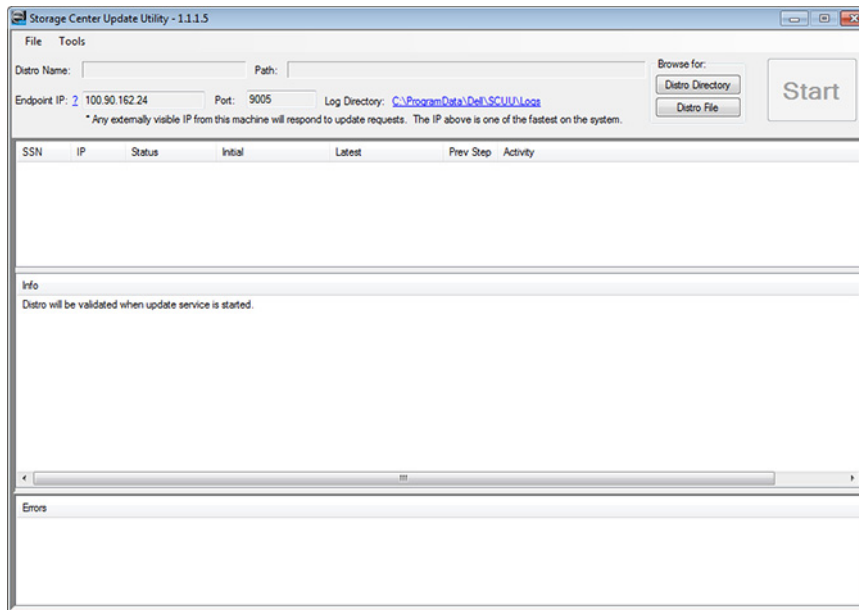


Figure 2. Storage Center Update Utility

2. Unzip the distro file to a folder on the computer, then click **Distro Directory**. The **Browse For Folder** dialog box opens.
3. Select the folder that contains the distro files, then click **OK**.
If **Validate upgrade distro after selection** is selected in the **Preferences** dialog box, the Update Utility displays a progress message on the main window while the distro is validated. If the distro is valid, the **Start** button turns green and the message `Distro successfully validated` displays in the **Info** pane.
4. If **Start serving distro for upgrade immediately after selection** is selected in the **Preferences** dialog box, the hosting service is started automatically. If not, click **Start**.
The Update Utility hosts the update to the Storage Center, that allows the Storage Center to download the update.
5. (Optional) To stop the update service, click **Stop**.
If any update sessions are in progress, a warning displays before the Update Utility stops the update service.
6. After starting the Update Utility, connect to the Storage Center to be updated using Storage Manager or Unisphere.
 - Storage Manager – From the **Storage** view, select a Storage Center. (Data Collector connected Storage Manager only.)
 - Unisphere Central only – From the drop-down list in the left navigation pane, select a Storage Center.
7. Check for updates.
 - Storage Manager – In the right pane, select **Actions > System > Check for Update**.
 - Unisphere/Unisphere Central – In the right pane, click **... (More Actions)** and select **Check for Update**.

The **Update Storage Center** dialog box opens and checks for an update.

Update Storage Center Software Using a Distro File

Use these instructions to update Storage Center software using a distro ZIP file.

Prerequisites

CAUTION: Recovery of Storage Center software or system state is not possible without assistance from technical support. Dell EMC recommends backing up the system before performing a Storage Center software update.

About this task

NOTE: For more information about using Storage Manager or Unisphere, refer to the *Dell EMC Storage Manager Administrator's Guide* or the *Unisphere and Unisphere Central for SC Series Version Administrator's Guide*, respectively.

Steps

1. Start the Update Utility.

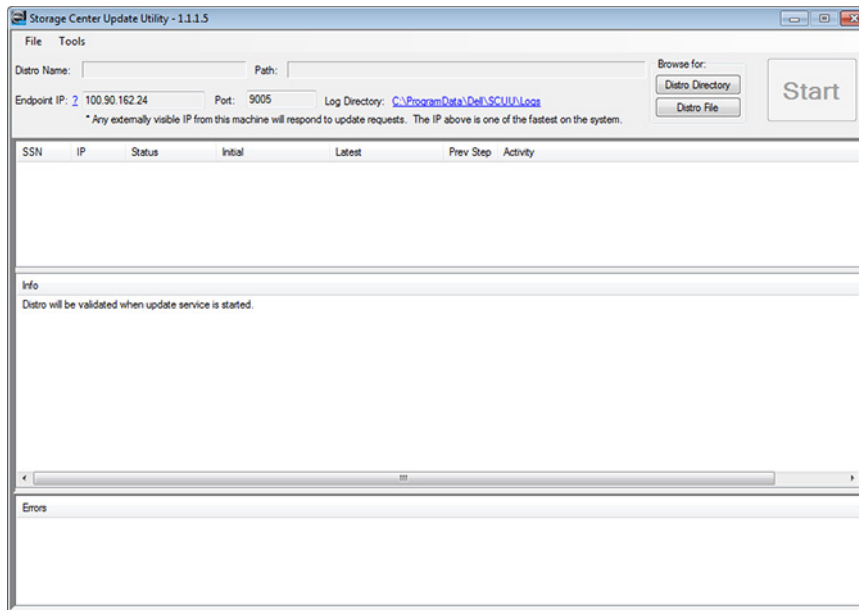


Figure 3. Storage Center Update Utility

2. Click **Distro File**.
3. Locate and select the distro ZIP file, then click **Open**.
The Update Utility performs the following actions:
 - Update Utility extracts the ZIP file to the directory specified in the **Preferences** dialog box.
 - Update Utility opens the distro.
 - If **Validate upgrade distro after selection** is selected in the **Preferences** dialog box, the Update Utility displays a progress message on the main window while the distro is validated. If the distro is valid, the **Start** button turns green and the message `Distro successfully validated` displays in the **Info** pane.
4. If **Start serving distro for upgrade immediately after selection** is selected in the **Preferences** dialog box, the hosting service is started automatically. If not, click **Start**.
Update Utility now responds to update requests from Storage Centers.
5. (Optional) To stop the update service, click **Stop**.
If any update sessions are in progress, a warning displays before the Update Utility stops the update service.
6. After starting the Update Utility, connect to the Storage Center to be updated using Storage Manager or Unisphere.
 - Storage Manager – From the **Storage** view, select a Storage Center. (Data Collector connected Storage Manager only.)
 - Unisphere Central only – From the drop-down list in the left navigation pane, select a Storage Center.
7. Check for updates.
 - Storage Manager – In the right pane, select **Actions > System > Check for Update**.
 - Unisphere/Unisphere Central – In the right pane, click **... (More Actions)** and select **Check for Update**.
The **Update Storage Center** dialog box opens and checks for an update.

Manage the Update Utility Information

Configure the Update Utility to use with a different Storage Center and remove the data in the **Info** and **Errors** log panes.

Steps

1. Start the Update Utility.
2. Update the options and settings in the **Preferences** dialog box.
 - a) Select **Tools > Preferences**
The **Preferences** dialog box opens.
 - b) Specify new information in the IP address, port and directories fields.
 - c) Clear or select different Update Utility instruction checkboxes.

3. To delete the data in the **Info** log pane, select **Tools > Clear Info Log Pane**.
The data is immediately deleted.
4. To delete the data in the **Errors** log pane, select **Tools > Clear Error Log Pane**.
The data is immediately deleted.