

# 6000 Series All Flash Array Release Notes For Release A6.3.2.4

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**violin**  
MEMORY

## Introduction

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Release A6.3.2.4 is an array firmware only patch release for both vMOS 5 and 6 that includes the following resolved issue.

### Resolved in A6.3.2.4

**29443:** Improved handling of VCM CRAM errors that includes an automatic VCM reload in cases where a CRAM error is detected.

## Known Issues

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### Array Firmware

**25723:** NDU can pause if a RAID scrub is triggered during NDU

**Workaround:**

If there are no alarms reported in 'show alarms', manually resume the NDU:

```
# cluster continue staged-upgrade
```

If there are alarms reported in 'show alarms', wait for them to be cleared and then manually resume the NDU:

```
# cluster continue staged-upgrade
```

- **24218:** NDU can stall if L2P\_ERASED CPL\_IRQ is detected during NDU.

**Workaround:**

Restart the VCM where the NDU is stalled using the following commands:

```
# no array modules id vcm-x enable force  
# array modules id vcm-x enable
```

NDU will resume soon after the VCM is brought back to service.

- **24274:** The "show story boot vcm-a/b" command returns valid data, but only if the command is issued on the standby ACM. This is due to syslog cross syncing issues on ACMs after a reboot. When one ACM reboots, the logs are only recorded for the ACM that is "alive." The ACM eventually comes back and joins the cluster as the standby, but all the log messages are only seen on the previous standby.

- **24295:** “Hardware error count increased on Violin Array” callhome e-mails may be generated during an array NDU without any real failures.
- **24454:** In rare occurrences, a non-disruptive upgrade (NDU) can abort if vcm-d takes longer to boot.

**Workaround:**

1. Wait for vcm-d to go to active state.
2. Continue the aborted NDU by issuing the following command:

```
# cluster continue staged-upgrade
```

- **24479:** When a Memory Gateway (MG) is replaced with a MG running 5.2.0, the “show array modules” command on release 6.3.x may not show an IP address for the MG. Instead of booting with an expected address of 169.254.1.101(MG-A) or 169.254.1.102(MG-B), the MG comes up with a random 169.254.x.x Zeroconf IP address.

**Workaround:**

1. From the ACM Master, run `ping -b 169.254.255.255` to send broadcast pings. If the replaced MG internal IP address is configured with a Zeroconf address, it will show up as a reply to the broadcast ping. ACMs and MGs are normally configured with pre-defined internal IP addresses: 169.254.1.10 (ACM-A), 169.254.1.11 (ACM-B), 169.254.1.101 (MG-A), 169.254.1.102 (MG-B). As a result, the zeroconf address can be easily recognized (it is a 169.254.x.x address that is not one of the pre-defined ACM or MG internal IP addresses).
2. Log in to the MG using its zeroconf IP address and configure/upgrade as required.

## Memory Gateway Software

- **22996:** The Array Web interface does not have an upgrade option. This option was disabled in a previous release because a unified upgrade was introduced in release 6.2.0.

**Workaround:** Use the array CLI commands to upgrade the array.

- **23320:** For encryption customers, when performing a Memory Gateway upgrade from G5.5.2 to G5.6.1, the session may not come up and traffic may not resume on the second node after the HA cluster is formed.

**Workaround:** Issue the “`cluster upgrade immediate`” command to upgrade from G5.5.2 to G5.6.1 for encrypted container.

- **24119:** By default, encrypted LUNs are created with a block size of 4k. Use the “`blksize`” option to create LUNs with a block size of 512B.

- **24143:** When performing a non-disruptive upgrade on an encryption-enabled array to G5.6.1, I/O may pause as long as 100 seconds. Some hosts may timeout and mark the disks offline during this process. It is recommended that you plan this upgrade during a maintenance window.
- **24310:** Following an “fms admit” of a replacement Memory Gateway, the replaced MG may fail to upgrade.

**Workaround:**

1. Issue the following commands on the replacement MG:  
image fetch <image matching master mg image>  
image install <image matching master mg image>  
reload

The replacement MG will come up with the new image running.

2. Perform an image remanufacture to the same image:  
image remanufacture <image name>.img
  3. Wait until the image remanufacture is done.
  4. Log in to the replacement MG.
  5. When logged in you will be prompted with the initial configuration wizard. Enter the required configuration data. The replacement MG will join the cluster.
- **24446:** When a host has a large number of iSER connections to arrays, some sessions may fail to re-establish themselves when iSCSI is restarted.

**Workaround:** iSCSI may be restarted by rebooting/restarting the service or by logging all sessions in simultaneously. To re-establish sessions that did not connect, issue the “iscsiadm -m node -L all” command or restart the sessions one at a time versus simultaneously.

For additional details, see the *Violin Memory Interoperability Best Practices Guide*.

## Upgrading the System

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Follow the instructions in this section carefully to upgrade the All Flash Array. It is recommended that you schedule system downtime to upgrade the array. Contact Violin Memory Customer Support if you need assistance.

### Supported Upgrade Paths

The following table identifies the supported *starting* versions for both the Memory Gateway software and the array firmware from which to upgrade to A6.3.2.4/G5.6.2.3. If your array is running versions prior to those listed below, you must first upgrade to the starting version (Gateway *and* Array) before continuing.

Previous software versions and upgrade instructions are available from Violin Memory Customer Support at <http://www.violin-memory.com/support/>

Starting Gateway Version	Starting Array Version	Upgrade Steps
G5.5.2.x	A5.5.2.x	Upgrade gateways to G5.6.2.3 (immediate) and then array upgrade to A6.3.2.4 (immediate).
G5.6.0	A6.3.0.x	Upgrade gateways (either NDU or immediate) to G5.6.2.3 and then array upgrade to A6.3.2.4 (either NDU or immediate)
G5.6.1.x/G5.6.2	A6.3.1.x/A6.3.2	Upgrade gateways (either NDU or immediate) to G5.6.2.3 and then upgrade the array to A6.3.2.4 (either NDU or immediate)
G5.6.2.3	A6.3.2.3	Upgrade the array to A6.3.2.4 (either NDU or immediate)
V6.0.x/V6.2.x	A6.0.x/A6.2.x	Immediate upgrade to V6.3.2.3 and A6.3.2.4
V6.3.0.x	A6.3.0.x	Upgrade gateways (either NDU or immediate) to V6.3.2.3 and then upgrade the array to A6.3.2.4 (either NDU or immediate)
V6.3.1	A6.3.1	Upgrade gateways (either NDU or immediate) to V6.3.2.3 and then upgrade the array to A6.3.2.4 (either NDU or immediate)

V6.3.2	A6.3.2	Upgrade gateways (either NDU or immediate) to V6.3.2.3 and then upgrade the array to A6.3.2.4 (either NDU or immediate)
V6.3.4.3	A6.3.2.3	Upgrade the array to A6.3.2.4 (either NDU or immediate)

**IMPORTANT:** If your array requires an upgrade to meet the starting versions shown above, you must complete those upgrades before continuing.

## Showing Current Software Versions

Follow these steps if you are unsure of the current software versions running on the array and the Memory Gateways.

1. Log in to the All Flash Array CLI using the ACM management IP address.
2. Type “show version” at the command prompt. The **current Array firmware version** is shown next to “Product release”.
3. Type “slogin mg-master” to log in to the Memory Gateway Master.
4. Type “show version”. The **current Gateway software version** is shown next to “Product release”.

## Upgrade Overview

Upgrading the All Flash Array requires installation of new array firmware. To ensure a successful upgrade of the array, review this section to understand the steps involved. A typical upgrade will take more than one hour to complete.

Before you begin, verify that both nodes are present and online by typing the “show cluster global” command from the Master ACM CLI. Both nodes should show “Node State: online”.

### 1: Download the Software and Firmware

1. Go to <http://www.violin-memory.com/support/>
2. Log in to Customer Support using your Violin Memory Customer Portal user name and password. (If you do not have an account, click **Register** and then complete the on-screen form.)
3. Click the **Software Downloads** tab.

4. From the 6000 All Flash Array folder, download the software image for release A6.3.2.4 to a client computer (laptop).

## 2: Select Which Upgrade Option is Appropriate

You have two options when performing an upgrade to A6.3.2.4

**staged:** Non-Disruptive Upgrade (NDU). This is fully non-disruptive from a host application perspective. **Use this option *only* if the array is running traffic during the upgrade.** Refer to Appendix A for additional details and instructions.

**immediate:** All components in the array are upgraded simultaneously. While this upgrade option takes less time, it will require application downtime as the array will be offline during the upgrade. Refer to Appendix B for additional details and instructions.

## Initializing the All Flash Array

Violin 6264 All Flash Arrays are initialized to support block storage prior to customer delivery. There is no need to initialize this model during first-time configuration.

If you are initializing any other All Flash Array model for the first time, make sure to initialize the correct partition if more than one is available when issuing the “`show media detail`” command from the Master Memory Gateway. See the *Violin 6000 Series All Flash Array Installation Guide* for more information.

## Product Documentation

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PDF versions of product guides are available for download from the Violin Memory Customer Support portal. Go to <http://www.violin-memory.com/support/> to view and download the most up-to-date product documentation. Occasionally, a guide is updated after the software is released for improvement purposes or to address issues that are discovered. In such cases, an updated version may be available from the Violin Memory Support site.

# Non-Disruptive Upgrade (NDU) for ACMs, VCMs and VIMMs

**IMPORTANT:** During the upgrade from A6.3.1, there is a pre-check script that is run as part of the upgrade process. If after running the script it is determined that a NDU cannot be completed, contact Violin Memory Customer Support for assistance upgrading the array.

This pre-installation check is not required for disruptive (immediate) upgrades or arrays currently running A6.3.0.x.

## Running the Pre-install Check

During the NDU, a pre-check script is run automatically to detect any issues which could impact the upgrade:

```
2014-11-13 15:49:15: Executing pre-install script
```

```
2014-11-13 15:49:15: pre-install: pre-install started, log to be saved in  
/var/tmp/pre-install_2014-11-13_154915.log ...
```

```
2014-11-13 15:49:15:
```

```
2014-11-13 15:49:15: Pre-install check done successfully, continuing with  
upgrade
```

Contact Customer Support for assistance if you see any error messages.

## Non-Disruptive Upgrade Overview

The All Flash Array contains three distinct sets of modules, and as a result, must be upgraded in a staged manner for the system to remain operational during the NDU process.

These are the steps you will be performing to upgrade the system:

1. Prepare the ACMs, VCMs and VIMMs for the upgrade.
  - a. Check the health of the system.
  - b. Download the image to the ACMs
2. Upgrade the ACMs, VCMs and VIMMs.
3. Check the health of the system.

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**Note:** Performance is slightly reduced during the NDU process as the various modules are upgraded and rebooted.

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## Downloading the Upgrade Image

Before upgrading the system, download the upgrade image as described below.

1. Go to <http://www.violin-memory.com/support/>
2. Log in to Customer Support using your Violin Memory Customer Portal login and password information. (Click **Register** if you do not have an account.)
3. Click the **Software Downloads** tab.
4. From the 6000 All Flash Array folder, download the software image for release A6.3.2.4 to a client computer (laptop).

## Upgrade Sequence

- **Upgrade the All Flash Array Firmware:** Log in to the Master ACM and then upgrade the firmware. The ACMs, VCMs and then VIMMs upgrade.

## Upgrading the Array Modules

Follow these steps to perform a staged, non-disruptive upgrade of all of the All Flash Array modules: ACMs, VCMs and VIMMs.

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**Note:** Depending on the All Flash Array model and the type of VIMMs installed, the NDU process will take from 3 to 14 hours. Most of this time is during the VIMM upgrade process.

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## Verifying the Upgrade Readiness of the All Flash Array

1. Start a terminal application and then use the VIP to log in to the Master ACM. Log in as “admin”.
2. Enter enable mode using the following command:

```
violin-acm-a [violin: master] > enable
```

3. Type the “show cluster upgrade staged status” command to check the upgrade readiness. If all of the **NDU Prerequisites** are met for a staged upgrade, the following message displays:

```
# show cluster upgrade staged status  
Checking readiness for staged upgrade...  
  
Passed all checks for staged upgrade
```

- If the array passes all of the checks, proceed.
- If the array fails one or more of the checks, remedy the situation and then rerun the “show cluster upgrade staged status” command.

## NDU Prerequisites

All of the following NDU prerequisites are checked by the “`show cluster upgrade staged status`” command. If any of the conditions are not met, a message will display in the CLI output along with a remedy. The system cannot be upgraded until it passes this pre-upgrade step.

1. There must be 2 ACMs, clustered and running the same release version.
2. The array must be a 24-, 32- or 64-VIMM model. Non-disruptive upgrades of 44-VIMM configurations are not supported.
3. All VIMMs must be booted and error-free (i.e., no VIMM alarms must be present).
4. All VCMs must be present, booted and assigned the default set of VIMMs.
5. The VIMM tree must be balanced and no RAID rebuilds can be in progress.
6. No FLASH free operations on any VIMMs can be in progress.
7. The system must be formatted and the dataplane up.
8. The system must have already completed an upgrade to the version that supports non-disruptive upgrades.
9. Both PCMs must be present.
10. All floating spares must be available as spares.
11. There must not be any degraded RAID groups.
12. All VIMMs should report an acceptable health threshold.
13. There must be no VCM or VIMM alarms raised on the array.
14. Internal links must not be degraded.
15. VIMM configs for all VCMs must be optimal and not degraded.
16. All VCMs and VIMMs must be capable of performing an NDU operation.
17. The system must have been scrubbed within the past four days.

## Check the Health of the System

1. Log in to the Master Memory Gateway CLI.
2. Type “`enable`” and then “`configure terminal`” to enter configure mode.
3. Type the “`vdiag`” command and then inspect the output, ensuring that there are no errors reported on the Memory Gateways.
4. If alarms are present, clear the alarms before proceeding.
5. Log in to the Master ACM CLI.
6. Type “`enable`” and then “`configure terminal`” to enter configure mode.
7. Type the following commands to verify that the array is ready for a staged upgrade:

- a. “show alarms”: no alarms should be present.
- b. “vdiag”: no errors should be present.
- c. “show cluster upgrade staged status”: no errors should be displayed.
- d. If alarms are present, clear the alarms before proceeding.

## Download the Image to the ACMs

1. Establish access from the client computer (laptop) to the Master ACM using an Ethernet connection (remote or directly attached).
2. Using SCP from a Linux or Mac OS client, or PSCP.exe (part of the PuTTY package) from a Windows command shell, transfer the .img file to the All Flash Array as follows:

### MAC OS or Linux

```
scp <path to file>/<image-name> admin@<ACM Master IP>:/var/opt/tms/images/
```

### Windows and PuTTY SCP

```
pscp -scp C:\<path-to-file>\<image-name> admin@<ACM Master IP>:/var/opt/tms/images/
```

## Upgrade the ACMs, VCMs and VIMMs

1. Continue the staged upgrade of the ACMs, VCMs and VIMMs by typing the following command:

```
(config) # cluster upgrade <image-name> staged
```

The ACMs are upgraded in approximately 10 minutes.

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**Caution:** The CLI session must remain open while the ACMs are upgraded. Do not disconnect or type Ctrl+C during the ACM upgrade. Doing so will terminate the upgrade.

---

Once the ACMs have been upgraded, they will reboot one after the other, starting with the standby. When the Master ACM reboots, the current CLI session is automatically disconnected.

2. Log in to the Master ACM to verify that the VCM upgrade process is occurring by typing the “monitor upgrade” command:

```
violin-acm-a [: master] # monitor upgrade
Press control-C to return...
VCM a is upgrading
VCM b is upgrading
VCM c is upgrading
VCM d is upgrading
vcm-a 1: 2013-09-01 09:03:10 [3742] Copying /opt/violin/libexec/vcm_x4ab.upg
to 169.254.1.20 ...
vcm-a 2: 2013-09-01 09:03:39 [3742] Verifying image on VCM at 169.254.1.20 ...
vcm-b 1: 2013-09-01 09:03:10 [3771] Copying /opt/violin/libexec/vcm_x4ab.upg
to 169.254.1.30 ...
vcm-b 2: 2013-09-01 09:03:41 [3771] Verifying image on VCM at 169.254.1.30
...
...
vcm-a 11: 2013-09-01 09:11:55 Reboot triggered.  ETA for renewed
communications is 5 minutes .....
Any upgraded VCMs have now finished rebooting.
Waiting for about 2 minutes for VCMs to start staged upgrade of VIMMs...
Press control-C to return...
```

The VCMs are upgraded in approximately 20 minutes.

3. Once the VCMs are upgraded, verify that the VIMM upgrades occur by typing the “monitor vimm-upgrades” command:

```
violin-acm-a [: master] # monitor vimm-upgrades
Press control-C to return...

Staged upgrade of VIMMs starting...

2014-06-01 09:34:51: vcm-a starting firmware upgrade of VIMMs
2014-06-01 09:34:52: vcm-a completed firmware upgrade of VIMMs
```

---

**Note:** The “monitor upgrade” command by default shows the VIMM upgrade process.

---

4. Once all of the VIMMs are upgraded, type the “show vimm version detail” command to ensure that all VIMMs are running the new version:

```
violin-acm-a [: master] # show vimm version detail
Vimm Firmware Version ( Date )           Control Plane Version ( Date )
-----
00      6.3.1.2 ( Aug  5 22:19:00 2014 )   6.3.1.1 ( Apr 28 16:36:00 2014 )
01      6.3.1.2 ( Aug  5 22:19:00 2014 )   6.3.1.1 ( Apr 28 16:36:00 2014 )
02      6.3.1.2 ( Aug  5 22:19:00 2014 )   6.3.1.1 ( Apr 28 16:36:00 2014 )
03      6.3.1.2 ( Aug  5 22:19:00 2014 )   6.3.1.1 ( Apr 28 16:36:00 2014 )
```

5. Check the health of the system once again:
- a. From the Master ACM CLI, type the following commands:
    - “show alarms”: no alarms should be present.
    - “vdiag”: no errors should be present.
  - b. From the Master Memory Gateway CLI, type the following commands:
    - “vdiag”: no errors should be reported on the Memory Gateways.

## Relevant CLI Commands

The following table shows the commands that can be used with the procedures in this document. See the *Command Line Interface Reference* for more information on using these and other CLI commands.

Command	Meaning
<b>Memory Gateway Staged Upgrade Commands</b>	
show version [concise]	Display the version information of the Memory Gateways.
cluster upgrade <URL> staged	Attempt to start a non-disruptive upgrade. If prerequisites for NDU are not met, the command is rejected with an appropriate error message, which provides guidance for correcting the error.
cluster continue staged- upgrade	Resume the staged upgrade process from the point of discontinuation.

<code>cluster recover staged-upgrade</code>	If NDU is aborted due to some failure, this command recovers the cluster after an aborted staged upgrade. This command should be run individually from both Memory Gateways.
<code>cluster cleanup staged-upgrade</code>	Clean up any existing staged-upgrade configuration.
<b>Array Staged Upgrade Commands</b>	
<code>show cluster upgrade staged status</code>	Show the status of NDU readiness for the array: display pre-checks for staged upgrade including array scrubbing.
<code>show vimms version [summary detail]</code>	Display version of all VIMMs or a summary of VIMMs running different versions.
<code>cluster upgrade &lt;URL filespec&gt; staged</code>	Attempts to start a non-disruptive upgrade. If the NDU prerequisites are not met, the command is rejected with an appropriate error indicating what portion(s) of the prerequisites have not been met. Running the command without the staged qualifier will allow for a cluster upgrade, but in a disruptive fashion. The user could also correct the problem first and then try the upgrade again (e.g., replace a failed VIMM, initiate an autobalance, etc.).
<code>cluster suspend staged-upgrade</code>	Suspend an ongoing NDU. This allows the VCMs to finish with the current VIMM NDU operation and suspend NDU so it does not continue on to the next VIMM. The NDU can be resumed using the cluster continue staged-upgrade command or terminated by a disruptive operation such as a reboot or immediate upgrade.
<code>cluster continue staged-upgrade</code>	If issued during a NDU that is currently paused due to a system interruption, this command resumes the NDU.
<code>monitor upgrade</code>	Display the VCM upgrade progress to start with and then switch to VIMM upgrade progress.
<code>monitor vimms-upgrades</code>	Display progress of staged VIMM upgrade.

# Disruptive Upgrade for ACMs, VCMs and VIMMs

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## Upgrade Overview

Upgrading the All Flash Array requires installation of new array firmware. To ensure a successful upgrade of the array, review this section to understand the steps involved. A typical upgrade will take more than one hour to complete.

Before you begin, verify that both nodes are present and online by typing the “`show cluster global`” command from the Master ACM CLI. Both nodes should show “`Node State: online`”.

## Upgrade Sequence

1. **Shut down the Memory Gateways:** Following Memory Gateway upgrade, log back into Memory Gateway Master (from ACM Master) and then shut down cluster. Then, power down the Memory Gateways from the ACM Master.
2. **Upgrade the All Flash Array Firmware:** Log in to the Master ACM and then upgrade the firmware. The ACMs, VCMs and then VIMMs upgrade. Network connection is lost during this process. Log back in to the ACM Master to verify ACM upgrade and to view VCM then VIMM upgrade processes.

## 1: Shut down the Memory Gateways

Both of the Memory Gateways must be shut down and powered off *before* upgrading the ACMs to release A6.3.2.4. Follow these steps to shut down the Memory Gateways.

1. From the Master ACM, type “`slogin mg-master`” to log in to the Master Memory Gateway.
2. Type the following at the command prompt:  

```
> enable  
#configure terminal  
# cluster shutdown
```
3. Respond “yes” to the shutdown confirmation question.

The command prompt returns to the Master ACM once the Memory Gateways shut down.

4. From the Master ACM command prompt, type the following to verify that the Memory Gateways have shut down:  

```
#show array modules type mg detail
```

The following line in the output for both Memory Gateways shows that the Memory Gateway cluster is now shut down:

```
Running                : no
```

5. After ensuring that the Memory Gateways have shut down, type the following to power off the Memory Gateways:

```
#no array modules type mg enable
```

6. Respond “yes” to confirm the shutdown.
7. From the Master ACM command prompt, type the following to verify that the Memory Gateways are powered off:

```
#show array modules type mg detail
```

The following line in the output for the Memory Gateways shows that both are now powered off:

```
Power                  : no
```

## 2: Upgrade the Array Firmware

**IMPORTANT:** Make sure the Memory Gateways are shut down and powered off *before* upgrading to release A6.3.2.4.

1. Start a terminal application and log in to the All Flash Array Master ACM as “admin”. Once the terminal application is started, use the system host name or the ACM management IP address to ensure a direct connection.
2. Establish access from the client computer (laptop) to the Master ACM using an Ethernet connection (remote or directly attached).
3. Using SCP from a Linux or Mac OS client, or PSCP.exe (part of the PuTTY package) from a Windows command shell, transfer the .img file to the All Flash Array as follows:

### MAC OS or Linux

```
scp <path to file>/A6.3.2.4.img admin@<ACM Master IP>:/var/opt/tms/images/
```

### Windows and PuTTY SCP

```
pscp -scp C:\<path-to-file>\A6.3.2.4.img admin@<ACM Master IP>:/var/opt/tms/images/
```



4. Type the following at the command prompt to access the CLI's configuration mode:

```
> enable
# configure terminal
```

5. Type the following to install the A6.3.2.4 image:

```
# cluster upgrade <image name and location> immediate
```

6. Respond "yes" to confirm the upgrade.

This upgrades both Array Controller Modules (ACMs) and reboots both modules immediately after completion of the upgrade. Once the VCM upgrade process is completed, use the "vdiag" command to show the VIMM upgrade progress.

**IMPORTANT:** The upgrade process takes about one hour to complete. Do not power off or reboot the system during the upgrade process. Do not manually power on any of the array modules. All modules should reboot on their own after the modules are upgraded.

7. Log in to the Master ACM once again. Use the following commands to verify that the ACMs are now installed with the new image and that both ACMs are part of the cluster:

```
> show version
```

The following line in the output shows that the ACM is now running A6.3.2.4:

```
Product release:   A6.3.2.4
```

```
# show cluster global
```

The following line in the output shows that both ACM's are up and part of the cluster:

```
Cluster node count:  2
```

8. Use the "monitor upgrades" command to verify that the VCM upgrade is still in progress:

```
# monitor upgrades
Press control-C to return...
VCM a is upgrading
VCM b is upgrading
VCM c is upgrading
VCM d is upgrading
...
```

Use CONTROL-C to exit the monitor command.

The above output shows that the VCMs are being upgraded to the new release.

The array continues its upgrade process. The Memory Gateways will power on when the VCMs are ready.

**Note: Complete the steps below if the following warning messages display:**

“WARNING: POSSIBLE DNS SPOOFING DETECTED!” or

“WARNING: REMOTE HOST IDENTIFICATION HAS CHANGED!”

These steps allow you to log in to the Memory Gateways from either ACM.

1. Log in to the Master ACM.
2. Type the following at the command prompt to access the CLI’s configuration mode:

```
> enable
#configure terminal
```

3. Type the following commands:

```
# ssh client user admin known-host mg-a remove
# ssh client user admin known-host mg-b remove
# ssh client user admin known-host 169.254.1.101 remove
# ssh client user admin known-host 169.254.1.102 remove
```

**Note:** If the Memory Gateways are not automatically powered back on following the upgrade, complete the following steps:

1. Start a terminal application and log in to the array Master ACM as “admin”. Once the terminal application is started, use the system host name or the ACM management IP address to ensure a direct connection.
2. Type the following at the command prompt to access the CLI’s configuration mode:

```
> enable
#configure terminal
```

3. Run the following command to power on both Memory Gateways:

```
# array module type mg enable
```

# Violin Memory Customer Support

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