

# VTrak<sup>®</sup> E5000/EFA5310 Series

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*E5000/EFA5310 SR4.6 Release Notes*

*E5000 FW: 11.07.0000.57*

*EFA5310 FW: 11.07.4921.57*

This document is applicable to the following PROMISE VTrak E5000/EFA5310 series models:

Model	Description
E5800fD	4U/24 FC, Dual controller
E5800fS	4U/24 FC, Single controller
E5600fD	3U/16 FC, Dual controller
E5600fS	3U/16 FC, Single controller
E5300fD	2U/12 FC, Dual controller
E5300fS	2U/12 FC, Single controller
E5320fD	2U/24 FC, Dual controller, 2.5" Drive Bays
E5320fS	2U/24 FC, Single controller, 2.5" Drive Bays
EFA5310	2U/24 FC, Dual controller, FLASH ARRAY, 2.5" Drive Bays

The supported Expansion subsystems include:

Model	Description
J5800S	4U/24 JBOD, 12Gbs SAS to 12Gbs SAS (or 6Gbs SAS/SATA)
J5800S	3U/16 JBOD, 12Gbs SAS to 12Gbs SAS (or 6Gbs SAS/SATA)
J5300S	3U/16 JBOD, 12Gbs SAS to 12Gbs SAS (or 6Gbs SAS/SATA)
J5320S	2U/24 JBOD, 12Gbs SAS to 12Gbs SAS (or 6Gbs SAS/SATA) , 2.5" Drive Bays
J5960S	4U/60 HD JBOD, 12Gbs SAS to 12Gbs SAS (or 6Gbs SAS/SATA)

## 1. Revision History

Build Date	Type	Release	Firmware Revision	Description
2023/06/05	Service Release	SR4.6	11.07.0000.57	<ol style="list-style-type: none"><li>1. Support light version of VTrak J5960 (4U60bay HD JBOD)</li><li>2. Upgrade Expander FW to version 1.01.0000.69</li><li>3. Function improvement and bug fixes</li></ol>

## 2. SR4.6 Release Summary

VTrak firmware version 11.07.0000.57 (11.07.4921.57) is a hot fix release for SR4.6, and also update to the FCS, PR1, SR1, SR2, SR3, SR4, SR4.0.1, SR4.0.2, SR4.0.3, SR4.5, SR4.5.1 and SR4.5.2 releases. VTrak E5000/EFA5310 is designed for Windows, Mac and Linux environments.

This service release includes the following changes:

- Support light version of Promise VTrak J5960 (4U 60 bays HD JBOD).
- Upgrade Expander FW to version to 1.01.0000.69 for SSH enhancement
- Function improvement and bug fixes.

VTrak E5000/EFA5310 firmware version 11.07.0000.57 included some bug fixes

### 2.1. Fixed issues

No.	Ref #	Description	Workaround/Solution
1	RB-267875 CRM 20220504092600S, 20220715102924S	<p>Customer using SNMP to monitor the storage status.</p> <p>Customer encountered SNMP is not returning LD and drive response time, just returning zero for all drives.</p> <p>The issue is caused by firmware using 10ms as calculation precision for LD/drive related latency and bandwidth, the SNMP or GUI performance monitoring displayed drive response time will be 0ms when calculated response time is below 10ms.</p>	<p>Resolved this issue by making the following changes:</p> <ol style="list-style-type: none"> <li>1. Use microsecond as calculation precision for LD/drive related latency and bandwidth.</li> <li>2. Reduce some process overhead for performance monitor.</li> <li>3. Change related display on GUI performance monitor page. The unit of latency/max latency/min latency is us.</li> </ol>
2	RB-269035 CRM 20230322100309S	<p>Customer is receiving SSL Certificate error when connecting to the E5000/EFA5310 subsystem via web browser.</p> <p>The issue is caused by E5000/EFA5310 having a self-signed security certificate; it does not trace to a certificate authority and is untrusted by all browsers. Customer can workaround this issue by importing Promise Root CA Certificate to the web browser.</p>	<p>Customer can workaround this issue by making the following changes:</p> <ol style="list-style-type: none"> <li>1. Upgrade SR4.6 FW to fix SSL Certificate file cannot be updated immediately after subsystem IP changed.</li> <li>2. Import Promise Root CA Certificate to customer's web browser. Please see application note "Promise VTrak_Vess -- Import PROMISE Root CA Certificate.docx" for detailed steps.</li> </ol>

No.	Ref #	Description	Workaround/Solution
3	RB-269345	<p>The admin@yourcompany.com is a default email address in both user and SNMP settings. The yourcompany.com domain name exists in the network, they might be receiving email if administrator has not changed default email address.</p>	<p>User can workaround this issue by editing default email address to valid email address for their applications.</p> <p>Resolved this issue by changing the default email address from admin@yourcompany.com to admin@your-company.com which is used in user/snmp modules. User can execute factorydefaults to restore the revised default email address setting again.</p>

### 3. Contacting Technical Support

PROMISE Support Website at <http://www.promise.com/support>

PROMISE E-mail Support at <http://support.promise.com/>

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