

# Mindbreeze InSpire Firmware Updates

Instructions for Firmware Updates on Mindbreeze InSpire Hardware

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The term 'user' is used in a gender-neutral sense throughout the document.

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# 1 Warning

The firmware updates for Mindbreeze InSpire hardware are tested on all supported hardware platforms. Nevertheless a firmware update is a critical operation which may fail in the last resort (e.g. on power loss during update). Keep in mind that such a failure situation may lead to a total outage of Mindbreeze InSpire for a longer time period and may require to contact the hardware vendor for support.

Please consider this warning and schedule an adequate maintenance window for the firmware update.

## 2 Prerequisites

Ensure to have fulfilled the following prerequisites before starting the firmware update ...

### 2.1 Server Access

- Direct access to the Mindbreeze server is available
- iDRAC web access (to remote console) is available
- Direct local access to the physical console (VGA, keyboard) should be available

### 2.2 Shutdown Mindbreeze Services

- Perform a clean shutdown

### 2.3 Backup

- Export iDRAC license (for disaster recovery)

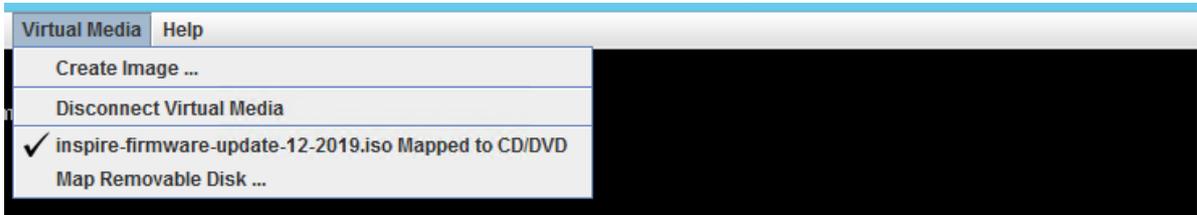
The screenshot shows the iDRAC Licenses management interface. The left sidebar contains a navigation menu with the following items: Overview, Server, Logs, Power / Thermal, Virtual Console, Alerts, Setup, Troubleshooting, Licenses (selected), Intrusion, iDRAC Settings, Hardware, Storage, and Host OS. The main content area is titled 'Licenses' and 'Licensing'. It contains an information message: 'The embedded license manager is responsible for discovering and managing licensable hardware devices. This page represent associated with this system. From this page, you can manage (import, delete, replace, or export) the digital licenses associated license information is not available for the default license version. For 600 or higher series servers and blades, Express feature and blades, Basic Management features are standard. To manage changes to or purchase new licenses visit the [License Self-Service Portal](#)'. Below the message is a table with the following columns: Status, Device, Device Description, and License Options. The table contains one row: Status: [checkmark], Device: iDRAC, Device Description: iDRAC7, License Options: [dropdown menu]. The dropdown menu is open, showing options: Select..., Select..., Import, Export (highlighted), Delete, and Learn More.

- Full Mindbreeze InSpire backup – including ...
  - Configuration (e.g. export\_managerconfig)
  - Index-data
  - app.telemetry DB (postgresql DB backup)
  - for more details see: [Backup and Restore](#)
- Get firmware image

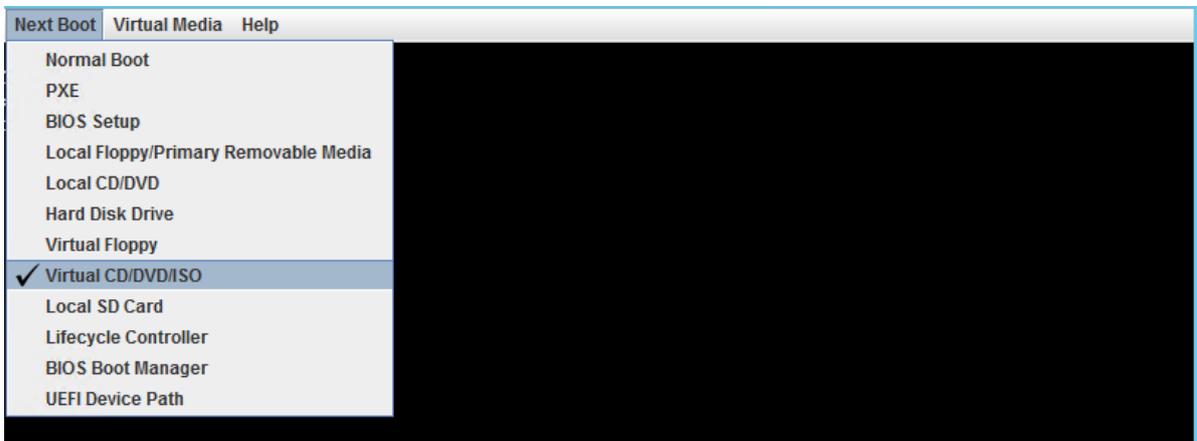
- Supported hardware platforms for this update are: Dell R730, Dell R740.
- Download the firmware ISO

### 3 Performing Firmware Updates

Start the iDRAC remote console and mount the firmware ISO:



Select "Virtual CD/DVD/ISO" as "Next Boot"-Option:



Boot or reboot the Appliance and make sure that it uses the correct firmware image to boot.

The Firmware update will start automatically and prompts for a reboot after it has finished.

**Important:** Do not cut the power or reset the appliance during the update.

The first boot after the update may take longer because part of the BIOS update is applied.

### 4 Known Issues

If you run into any troubles performing the firmware updates please get in touch with Mindbreeze Support ([support@mindbreeze.com](mailto:support@mindbreeze.com)).

#### 4.1 Hardware Platform not supported

If you are having troubles with compatibility issues of the provided firmware image for your concrete Mindbreeze InSpire Appliance hardware please contact us and we will support you.

#### 4.2 Black Boot Screen after Firmware Update

If the Mindbreeze Appliance does not boot properly after the firmware update and stops with a "black screen" after initialing the firmware interfaces or collecting system inventory data the following solution should help.

Turn off the server and unplug the power cord to put the server into offline state for some minutes. After the server has been powered on again it should continue with finalizing the firmware updates. You should run the “Server Update Utility” once more to check the state of the installed updates.

### 4.3 Failed Firmware Updates

Depending on the age and version of the current firmware drivers some updates might not being able to be installed within the first upgrade run.

Therefore you need to reboot after the first upgrade run is completed (also if some updates did not succeed) and restart the “Server Update Utility” afterwards and check if the failed updates could be installed at this run.

Several reboots may be required to complete the whole firmware update for all modules.