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## What are the best practices for upgrading E-Series SANtricity OS?

[https://kb-stage.netapp.com/on-prem/E-Series/SANtricity-OS-KBs/What\\_are\\_the\\_best\\_practices\\_for\\_u...](https://kb-stage.netapp.com/on-prem/E-Series/SANtricity-OS-KBs/What_are_the_best_practices_for_u...)

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### Applies to

- NetApp E-Series
- E-Series firmware releases: 7.xx and 8.xx
- NetApp StorageGRID appliances (see **Before upgrading firmware** section)

### Answer

## Why upgrade?

- New Features and Enhancements.
- Bug Fixes
- Continued Supportability
  - Support for firmware versions is subject to end as newer firmware versions are released. To ensure that support can be provided, it is always recommended to be on the latest available firmware versions for all hardware platforms, controllers, ESMs (IOMs), and drives.
    - [NetApp Software Version Support Page](#)

## Before upgrading firmware:

- For StorageGRID Appliances:
  - Review StorageGRID product documentation [page](#) for the upgrade procedure. Upgrading E-Series firmware in StorageGRID appliances requires steps on the StorageGRID compute node/controller.
  - Review **StorageGRID Appliance** page in the interoperability matrix tool ([link](#)) for the latest supported E-Series firmware within StorageGRID appliances.
- Before upgrading, obtain the latest information on Firmware:
  - Release Notes
  - Compatibility Matrix
- Before upgrading, address any outstanding technical issues, errors, or alerts being reported on the storage array.

**CAUTION:** Upgrades should **NOT** be performed on non-optimal storage arrays unless directed by NetApp Support. Upgrading non-optimal storage arrays could potentially result in outages, corruption, or even data loss. NetApp Support should be engaged to restore the storage array to optimal and/or confirm there are no risks for upgrading in a non-optimal state.

## Upgrade order:

- SANtricity Unified Manager
  - Multi-path/Failover driver
  - HBA (Host Bus Adapter) driver
  - NVSRAM (Non-Volatile Static Random Access Memory) & E-Series Controller Firmware
  - ESM (IOM) (Environment Services Module (Input/Output Module)) Firmware
  - E-Series Drive Firmware
- Note:** Always read the release notes to see if there are any dependencies for the order for the upgrade, as it might change with a particular release.

### E-Series SANtricity OS Latest Compatible Release per Platform:

For list of currently supported platforms and releases, please visit the [Software Version Support page](#).

Platform	Latest Compatible Release
E26xx, E54xx and EF540	8.20.30.00
E55xx and EF550	8.25.20.00
E27xx, E56xx and EF560	8.40.60.05
E28xx, E57xx, EF570, EF300 and EF600	11.90R4

### E-Series Controller Firmware Upgrade Path:

[What are the supported E-Series SANtricity OS upgrade paths?](#)

### Additional Information

- Storage manager and the associate drivers and utilities will take approximately 35 minutes to upgrade.
- ESM (IOM) (Environment Services Module (Input/Output Module)) Firmware will take approximately 5 minutes per tray to upgrade.
- E-Series Controller firmware and NVSRAM (Non-Volatile Static Random Access Memory) will take approximately 5-35 minutes to upgrade.
- [How to calculate how long drive firmware upgrade will take on E-Series?](#)
- [E-Series SANtricity software upgrade resolution guide](#)
- [E-Series SANtricity software upgrade issues resolution guide](#)

- For E2800 and E5700 models, verify the Internal ethernet communication is good, using the Cause section of the following KB article:

[E-Series E5700 controller management task failure due to internal ethernet communication issue in DE460C enclosures](#)