

# **Sun Blade X3-2B (formerly Sun Blade X6270 M3) Installation Guide for ESX Software**



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# Contents

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Using This Documentation .....	5
Sun Blade X3-2B Model Name Change .....	5
Getting the Latest Firmware and Software .....	5
Documentation and Feedback .....	6
About This Documentation .....	6
Support and Training .....	6
Contributors .....	7
Change History .....	7
About the Sun Blade X3-2B Installation Guide for VMware ESXi .....	9
About VMware ESXi 5 Installation .....	11
Installation Task Map .....	11
VMware ESXi 5 and Server Module Documentation .....	12
Supported Software Versions and Server Module Updates .....	12
Software Installation Options .....	12
Single-Server Interactive Installation Methods .....	13
Preparing for ESXi 5 Installation .....	15
Set Up for Local Installation .....	15
Set Up for Remote Installation .....	16
Gather Required Information .....	17
Set the BIOS Mode .....	18
Creating a Virtual Disk and Setting the Boot Disk .....	19
Installing VMware ESXi 5 .....	21
Install VMware ESXi 5 Using Local or Remote Interactive Installation .....	21
Install VMware ESXi 5 Drivers .....	22
Update VMware ESXi 5 .....	23
Getting Server Firmware and Software .....	25
Firmware and Software Updates .....	25
Firmware and Software Access Options .....	26

Available Software Release Packages .....	26
Accessing Firmware and Software .....	27
Installing Updates .....	31
<b>Index</b> .....	<b>33</b>

# Using This Documentation

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This section describes how to get the latest firmware and software for the system, documentation and feedback, and a document change history.

- “Sun Blade X3–2B Model Name Change” on page 5
- “Getting the Latest Firmware and Software” on page 5
- “Documentation and Feedback” on page 6
- “About This Documentation” on page 6
- “Support and Training” on page 6
- “Contributors” on page 7
- “Change History” on page 7

## Sun Blade X3–2B Model Name Change

The Sun Blade X3-2B was formerly named the Sun Blade X3-2B. This name might still appear in the software. The name change does not indicate any change in system features or functionality.

The new name identifies the following:

- X identifies an x86 product.
- The first number, 3, identifies the generation of the server.
- The second number, 2, identifies the number of processors.
- The alpha character, B, identifies the product as a blade server.

## Getting the Latest Firmware and Software

Firmware, drivers, and other hardware-related software for each Oracle x86 server, server module (blade), and blade chassis are updated periodically.

You can obtain the latest version in one of three ways:

- Oracle System Assistant – This is a new factory-installed option for Sun Oracle x86 servers. It has all the tools and drivers you need and resides on a USB drive installed in most servers.
- My Oracle Support – <http://support.oracle.com>
- Physical media request

For more information, see “Getting Server Firmware and Software” on page 25.

## Documentation and Feedback

Documentation	Link
All Oracle products	<a href="http://www.oracle.com/documentation">http://www.oracle.com/documentation</a>
Sun Blade X3-2B	<a href="http://www.oracle.com/pls/topic/lookup?ctx=SunBladeX3-2B">http://www.oracle.com/pls/topic/lookup?ctx=SunBladeX3-2B</a>
Oracle Integrated Lights Out Manager (ILOM) 3.1	<a href="http://www.oracle.com/pls/topic/lookup?ctx=ilom31">http://www.oracle.com/pls/topic/lookup?ctx=ilom31</a>
Oracle Hardware Management Pack	<a href="http://www.oracle.com/pls/topic/lookup?ctx=ohmp">http://www.oracle.com/pls/topic/lookup?ctx=ohmp</a>

Provide feedback on this documentation at: <http://www.oracle.com/goto/docfeedback>.

## About This Documentation

This documentation set is available in both PDF and HTML. The information is presented in topic-based format (similar to online help) and therefore does not include chapters, appendixes, or section numbering.

You can generate a PDF that includes all information about a particular topic subject (such as hardware installation or product notes) can be generated by clicking the PDF button in the upper left corner of the HTML page.

## Support and Training

These web sites provide additional resources:

- Support: <http://support.oracle.com>
- Training: <http://education.oracle.com>

## Contributors

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## Change History

The following lists the release history of this documentation set:

- April 2012. Initial publication.
- May 2012. Updated for SW 1.0.1. Documentation library re-released with editorial revisions.
- June 2012. Updated for SW 1.1. Revised Product Notes and Service Manual.
- July 2012. Server model name changed. All documents revised.





# About the Sun Blade X3-2B Installation Guide for VMware ESXi

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**Note** – Important: The Sun Blade X3-2B was formerly named the Sun Blade X6270 M3 server module. This name might still appear in the software. The name change does not indicate any change in system features or functionality.

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This document provides information about installing VMware ESXi 5.0. It includes the following sections:

Description	Link
Learn about VMware ESXi and available installation methods.	<a href="#">“About VMware ESXi 5 Installation” on page 11</a>
Review installation requirements and obtain VMware ESXi software.	<a href="#">“Preparing for ESXi 5 Installation” on page 15</a>
Complete the VMware ESXi software installation.	<a href="#">“Installing VMware ESXi 5” on page 21</a>
Learn how to access server module firmware and software.	<a href="#">“Getting Server Firmware and Software” on page 25</a>

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# About VMware ESXi 5 Installation

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The following topics are covered in this section:

- [“Installation Task Map” on page 11](#)
- [“VMware ESXi 5 and Server Module Documentation” on page 12](#)
- [“Software Installation Options” on page 12](#)
- [“Single-Server Interactive Installation Methods” on page 13](#)

## Installation Task Map

The following table contains the high-level tasks for installing VMware ESXi software.

Step	Description	Link
1	Access VMware ESXi 5 documentation.	<a href="#">“VMware ESXi 5 and Server Module Documentation” on page 12</a>
2	Learn about supported VMware ESXi versions.	<a href="#">“Supported Software Versions and Server Module Updates” on page 12</a>
3	Learn about the VMware ESXi 5 server installation options.	<a href="#">“Software Installation Options” on page 12</a>
4	Determine which interactive installation method you want to use (if necessary).	<a href="#">“Single-Server Interactive Installation Methods” on page 13</a>
5	Prepare the server module for VMware ESXi 5 installation.	<a href="#">“Preparing for ESXi 5 Installation” on page 15</a>
6	Install VMware ESXi 5 software using one of the available options.	<a href="#">“Installing VMware ESXi 5” on page 21</a>
7	Update the VMware ESXi 5 software.	<a href="#">“Update VMware ESXi 5” on page 23</a>

# VMware ESXi 5 and Server Module Documentation

VMware ESXi 5 documentation is available here:

<http://pubs.vmware.com/vsphere-50/index.jsp>

The most up-to-date information about your server is maintained in the *Sun Blade X3-2B (formerly Sun Blade X6270 M3) Product Notes*. This document, other server-specific documents, and related documents are available online in the server module documentation library at:

<http://www.oracle.com/pls/topic/lookup?ctx=SunBladeX3-2B>

## Related Information

- “Software Installation Options” on page 12
- “Installing VMware ESXi 5” on page 21

## Supported Software Versions and Server Module Updates

The minimum supported version of VMware ESXi is ESXi 5.

For details on additional supported versions of ESXi and server updates, refer to the *Sun Blade X3-2B (formerly Sun Blade X6270 M3) Product Notes*.

## Software Installation Options

This document covers local and remote interactive ESXi 5.0 installation. There are other options for installing the software that are described in the VMware ESXi 5.0 documentation.

The following installation options are available for VMware ESXi 5.0:

- **Interactive ESXi Installation:** This method is recommended for installation on fewer than five servers.  
See “[Single-Server Interactive Installation Methods](#)” on page 13 for information on the interactive installation methods covered in this document.
- **Scripted ESXi Installation:** Running a script is an efficient way to deploy multiple ESXi hosts with an unattended installation.  
Refer to *vSphere Installation and Setup for xSphere 5.0, ESXi 5.0, and vCenter Server 5.0* for instructions on scripted installation.
- **vSphere Auto Deploy ESXi Installation:** With the vSphere Auto Deploy ESXi Installation, you can provision and reprovision large numbers of ESXi hosts efficiently with vCenter Server.

Refer to *vSphere Installation and Setup for xSphere 5.0, ESXi 5.0, and vCenter Server 5.0* for instructions on Auto Deploy installation.

- **ESXi Image Builder CLI:** You can use ESXi Image Builder to create ESXi installation images with a customized set of updates, patches, and drivers.

Refer to *vSphere Installation and Setup for xSphere 5.0, ESXi 5.0, and vCenter Server 5.0* for instructions on ESX Image Builder CLI.

## Related Information

- [“VMware ESXi 5 and Server Module Documentation” on page 12](#)
- [“Installing VMware ESXi 5” on page 21](#)

# Single-Server Interactive Installation Methods

This document covers instructions for setting up your installation environment for single-server remote or local installation. Interactive installation is recommended for deployment of a small number of servers.

Media Delivery Method	Additional Requirements	Links to Installation Instructions
<b>Local using a CD/DVD/USB drive</b> – Uses a physical CD/DVD drive connected to the server or server USB drive.	A monitor, USB keyboard and mouse, a USB CD/DVD drive, and ESXi 5.0 distribution media.	<a href="#">“Install VMware ESXi 5 Using Local or Remote Interactive Installation” on page 21</a>
<b>Remote using a CD/DVD drive or CD/DVD ISO image</b> – Uses a redirected physical CD/DVD drive on a remote system running the Oracle ILOM Remote Console application.	A remote system with a browser, an attached physical CD/DVD drive, ESXi distribution media, and network access to the server's management port.	<a href="#">“Install VMware ESXi 5 Using Local or Remote Interactive Installation” on page 21</a>
<b>PXE image</b> – Uses an image of the OS installed on a PXE server.	A PXE server with the OS image installed.	PXE server installation is not included in this scope of this document.  Refer to <i>vSphere Installation and Setup for xSphere 5.0, ESXi 5.0, and vCenter Server 5.0</i> for information on PXE installation.

## Related Information

- “Preparing for ESXi 5 Installation” on page 15
- “Installing VMware ESXi 5” on page 21

# Preparing for ESXi 5 Installation

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The following table summarizes the high-level steps for preparing for ESXi 5 interactive installation.

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**Note** – You can also perform ESXi 5 interactive installation using a PXE server. For information on installing ESXi using a PXE server, refer to the *vSphere Installation and Setup for vSphere 5.0, ESXi 5.0, and vCenter Server 5.0*.

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Description	Links
Set up your installation environment using the appropriate procedure.	<a href="#">“Set Up for Local Installation” on page 15</a> <a href="#">“Set Up for Remote Installation” on page 16</a>
Gather required information for the installation.	<a href="#">“Gather Required Information” on page 17</a>
Set the BIOS boot mode (if needed).	<a href="#">“Set the BIOS Mode” on page 18</a>
Create a virtual disk (if needed).	<a href="#">“Creating a Virtual Disk and Setting the Boot Disk” on page 19</a>

---

## ▼ Set Up for Local Installation

- Before You Begin**
- Verify that the server hardware clock is set to UTC. This setting is in the system BIOS.
  - Consider disconnecting your network storage. This action decreases the time it takes the installer to search for available disk drives.

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**Note** – When you disconnect network storage, any files on the disconnected disks are unavailable at installation. Do not disconnect a LUN that contains an existing ESX or ESXi installation. Do not disconnect a VMFS datastore that contains the Service Console of an existing ESX installation. These actions can affect the outcome of the installation.

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- 1 **Review the [Sun Blade X3-2B \(formerly Sun Blade X6270 M3\) Product Notes and VMware documentation](#).**
  - The Sun Blade X3-2B documentation is available at:

<http://www.oracle.com/pls/topic/lookup?ctx=SunBladeX3-2B>

- The VMware ESXi 5 software documentation is available at:  
<http://pubs.vmware.com/vsphere-50/index.jsp>

**2 Download a copy of the VMware ESXi 5 image (.iso) file from the VMware web site:**

<http://www.vmware.com/download/>

**3 Burn a copy of the .iso file to a DVD or USB drive.**

**4 Connect the following to the server module dongle cable:**

- DVD-ROM drive (if needed)
- USB keyboard and mouse
- Monitor

For details on how to cable the server, see “Cabling the Server Module” in *Sun Blade X3-2B (formerly Sun Blade X6270 M3) Installation Guide*.

- Next Steps**
- “Creating a Virtual Disk and Setting the Boot Disk” on page 19
  - “Installing VMware ESXi 5” on page 21

## ▼ Set Up for Remote Installation

**1 Review the *Sun Blade X3-2B (formerly Sun Blade X6270 M3) Product Notes* and VMware documentation.**

- The Sun Blade X3-2B documentation is available at:  
<http://www.oracle.com/pls/topic/lookup?ctx=SunBladeX3-2B>
- The VMware ESXi 5 software documentation is available at:  
<http://pubs.vmware.com/vsphere-50/index.jsp>

**2 Download VMware ESXi 5 software from <http://www.vmware.com/download/> one of the following ways:**

- Download the VMware ESXi 5 software and create installation CD/DVDs using the downloaded .iso image.
- Download the software to the remote server.

**3 Connect the following to the remote server:**

- DVD-ROM drive (if installing from media)



- USB keyboard and mouse
- Monitor

#### 4 Set up the ILOM Remote Console.

For instructions on setting up the ILOM Remote Console, see “Connect to the Server Module Using the (Remote Console)” in *Sun Blade X3-2B (formerly Sun Blade X6270 M3) Installation Guide*.

- Next Steps**
- “Creating a Virtual Disk and Setting the Boot Disk” on page 19
  - “Installing VMware ESXi 5” on page 21

## Gather Required Information

In an interactive installation, the system prompts you for the required system information. In a scripted installation, you must supply this information in the installation script.

For future use, note the values that you use during the installation. These notes are useful if you must reinstall ESXi and reenter the values that you originally chose.

Information	Required or Optional	Default	Comments
Keyboard layout	Required	U.S. English	
VLAN ID	Optional	None	Range: 0 through 4094
IP address	Optional	DHCP	You can allow DHCP to configure the network during installation. After installation, you can change the network settings.
Subnet mask	Optional	Calculated based on the IP address	
Gateway	Optional	Based on the configured IP address and subnet mask	
Primary DNS	Optional	Based on the configured IP address and subnet mask	
Secondary DNS	Optional	None	
Host name	Required for static IP settings	None	vSphere Clients can use either the host name or the IP address to access the ESXi host.

Information	Required or Optional	Default	Comments
Install location	Required	None	Must be at least 5GB if you install the components on a single disk.
Migrate existing ESX or ESXi settings. Preserve existing VMFS datastore.	Required if you are installing ESXi on a drive with an existing ESXi or ESX installation.	None	See information in the ESXi documentation on Installing ESXi on a Drive with an Existing ESX or ESXi Installation or VMFS Datastore.
Root password	Optional	None	The root password must contain between 6 and 64 characters.

## ▼ Set the BIOS Mode

The BIOS firmware supports both legacy BIOS and Unified Extensible Firmware Interface (UEFI); the default setting is Legacy. ESXi supports both legacy BIOS and UEFI BIOS, and you have the option of setting BIOS to either legacy mode or UEFI mode before you perform the OS installation.

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**Note** – If you are performing a VMware ESXi 5.0 installation over a network, UEFI BIOS is not supported. You will need to use Legacy BIOS mode, which is the default.

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- 1 Power on the server.**  
POST messages appear on the console.
- 2 Watch the messages, and, when the prompt appears, press F2 to access the BIOS Setup Utility.**  
The BIOS Setup Utility main screen appears.
- 3 In the BIOS Setup Utility, use the left or right arrow keys to navigate to the Boot screen.**  
The Boot Menu screen appears.
- 4 Use the down arrow key to select the UEFI/BIOS Boot Mode field.**
- 5 Press Enter and use the up or down arrow keys to select the Legacy or UEFI BIOS option.**
- 6 To save the changes, and exit the BIOS Setup Utility, press F10.**

**Next Steps**    ■ “Creating a Virtual Disk and Setting the Boot Disk” on page 19

- [“Installing VMware ESXi 5” on page 21](#)

## Creating a Virtual Disk and Setting the Boot Disk

If you have a Sun Storage RAID 6Gb/s SAS RAID REM HBA, (SGX-SAS6-R-REM-Z) installed on the server module, you must create a virtual disk before installing the ESXi 5 software. Refer to [“Preparing the Storage Drives to Install an Operating System” in \*Sun Blade X3-2B \(formerly Sun Blade X6270 M3\) Installation Guide\*](#).

If you have a Sun Storage 6Gb/s SAS REM HBA (SGX-SAS6-REM-Z), you do not need to do this.



# Installing VMware ESXi 5

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The installation of VMware ESX/ESXi 5 includes the following procedures.

Step	Description	Link
1	Install VMware ESXi 5 using local or remote media.	<a href="#">“Install VMware ESXi 5 Using Local or Remote Interactive Installation” on page 21</a>
2	Update VMware ESXi 5 software and drivers.	<a href="#">“Update VMware ESXi 5” on page 23</a>

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**Note** – You can also perform ESXi 5 interactive installation using a PXE server. For information on installing ESXi using a PXE server, refer to the installation and setup documentation for ESXi 5.0.

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## ▼ Install VMware ESXi 5 Using Local or Remote Interactive Installation

**Before You Begin** Complete all of the preparation procedures in [“Preparing for ESXi 5 Installation” on page 15](#).

- 1 Connect to your server console using one of the methods described in your server's installation guide. See the instructions in one of the following procedures:**
  - [“Set Up for Local Installation” on page 15](#)
  - [“Set Up for Remote Installation” on page 16](#)
- 2 Power on or reset the server.**

BIOS messages appear on the console.
- 3 Insert the distribution media in the local or remote server.**

Additional BIOS messages appear on the console.

**4 When you see a message offering a series of selections, press F8.**

```

Initializing USB Controllers .. Done.
Press F2 to run Setup (CTRL+E on Remote Keyboard)
Press F8 for BBS POPUP (CTRL+P on Remote Keyboard)
Press F12 to boot from the network (CTRL+N on Remote Keyboard)

```

After a delay, a menu offers a selection of boot devices.

```

Please select boot device:
-----
USB CD/DVD
PXE:IBA GE Slot 1000 v1331
PXE:IBA GE Slot 1001 v1331
PXE:IBA GE Slot 4100 v1331
PXE:IBA GE Slot 4101 v1331
PXE:IBA GE Slot 8100 v1331
PXE:IBA GE Slot 8101 v1331
PXE:IBA GE Slot C100 v1331
PXE:IBA GE Slot C101 v1331
-----

```

**5 Select CD/DVD or USB drive from the list.**

Control passes to the OS installation program on the media.

**6 Follow the steps in the VMware vSphere 5 documentation to complete the installation.**

See “[VMware ESXi 5 and Server Module Documentation](#)” on page 12.

- Next Steps**
- “[Install VMware ESXi 5 Drivers](#)” on page 22
  - “[Update VMware ESXi 5](#)” on page 23

## ▼ Install VMware ESXi 5 Drivers

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**Note** – At this time, the Oracle System Assistant USB cannot be accessed from a system with VMware ESXi 5 installed. You will need to access the drivers from My Oracle Support, as described in this procedure.

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**1 Download or copy the latest server system tools and drivers from the My Oracle Support site to the server.**

See “[Getting Server Firmware and Software](#)” on page 25 for information on how to access the system tools and drivers.

**2 Unzip the package to extract the files.**

- 3 In a file browser or terminal window, navigate to the ESX drivers directory:**  
VMware/ESXi//*version*/Drivers/  
where *version* is the version of the installed Oracle VM.
- 4 Access the directory that corresponds to the drivers that you want to install:**  
NEM-SOL: For the Sun Blade 6000 Virtualized 40 GbE Network Express Module drivers  
sun-nem-hydra: For the Sun Blade 6000 Virtualized Multi-Fabric 10GbE M2 Network Express Module drivers  
Each directory contains instructions for installing the drivers.
- 5 Install the drivers.**
- 6 Restart the server.**

**Next Steps** ■ “Update VMware ESXi 5” on page 23

## ▼ Update VMware ESXi 5

- 1 Refer to the installation and setup documentation for ESXi 5.0 before performing the VMware ESXi 5 update.**
- 2 Check the VMware web site to see if any updates are available.**  
<http://www.vmware.com/support/>
- 3 Download and install any updates as described on the VMware web site.**

### **More Information** Related Information

- “Install VMware ESXi 5 Using Local or Remote Interactive Installation” on page 21
- “Install VMware ESXi 5 Drivers” on page 22





# Getting Server Firmware and Software

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This section explains the options for accessing server firmware and software.

Description	Links
Learn about server firmware and software updates.	<a href="#">“Firmware and Software Updates”</a> on page 25
Learn about the options for accessing firmware and software.	<a href="#">“Firmware and Software Access Options”</a> on page 26
View the available firmware and software packages.	<a href="#">“Available Software Release Packages”</a> on page 26
Access the firmware and software packages through Oracle System Assistant, My Oracle Support, or a physical media request.	<a href="#">“Accessing Firmware and Software”</a> on page 27
Install firmware and software updates.	<a href="#">“Installing Updates”</a> on page 31

## Firmware and Software Updates

Firmware and software, such as hardware drivers and tools for the server, are updated periodically. Updates are made available as a software release. The software release is a set of downloads (patches) that include all available firmware, hardware drivers, and utilities for the server. All these have been tested together. The Read Me document that is included with the download explains what has changed and what has not changed from the prior software release.

You should update your server firmware and software as soon as possible after the software release becomes available. Software releases often include bug fixes, and updating ensures that your server module software is compatible with the latest chassis firmware and other chassis component firmware and software.

A Read Me file in the download package and the *Sun Blade X3-2B (formerly Sun Blade X6270 M3) Product Notes* contain information about the updated files in the download package, as well as bugs that are fixed with the current release. The product notes also provide information about which server module software versions are supported with the latest chassis firmware.

## Firmware and Software Access Options

Use one of the following options to obtain the latest set of firmware and software for your server:

- **Oracle System Assistant** – Oracle System Assistant is a new factory-installed option for Oracle servers that allows you to easily download and install server firmware and software. For more information about using Oracle System Assistant, refer to [Access Oracle System Assistant From Oracle ILOM Web Interface](#).
- **My Oracle Support** – All system firmware and software are available from My Oracle Support at <http://support.oracle.com>. For more information about what is available on the My Oracle Support, see “[Available Software Release Packages](#)” on page 26. For instructions on how to download software releases from My Oracle Support, see: “[Download Firmware and Software Using My Oracle Support](#)” on page 28.
- **Physical media request (PMR)** – You can request a DVD that contains any of the downloads (patches) available from My Oracle Support. For information see: “[Request Physical Media \(Online\)](#)” on page 29.

## Available Software Release Packages

Downloads on My Oracle Support are grouped by product family, then product, then version. The version contains one or more downloads (patches).

For servers and blades, the pattern is similar. The product is the server. Each server contains a set of releases. These releases are not true software product releases, but releases of updates for the server. These updates are called software releases and comprise several downloads, all tested together. Each download contains firmware, drivers, or utilities.

My Oracle Support has the same set of download types for this server family as shown in the following table. These can also be requested through a physical media request (PMR). The same firmware and software can also be downloaded using Oracle System Assistant.

Package Name	Description	When to Download This Package
X3-2B SW <sup>version</sup> – Firmware Pack	All the system firmware, including Oracle ILOM, BIOS, and option card firmware.	You need the latest firmware.

Package Name	Description	When to Download This Package
X3-2B SW $version$ – OS Pack	An OS pack is available for each supported operating system version. Each OS pack includes a package of all tools, drivers, and utilities for that version of the OS.  Software includes Oracle Hardware Management Pack and LSI MegaRAID software.	You need to update OS-specific drivers, tools, or utilities.
X3-2B SW $version$ – All packs	Includes the Firmware Pack, all OS Packs, and all documents.  This pack does not include SunVTS or the Oracle System Assistant image.	You need to update a combination of system firmware and OS-specific software.
X3-2B SW $version$ – Diagnostics	SunVTS diagnostics image.	You need the SunVTS diagnostics image.
X3-2B SW $version$ – Oracle System Assistant Updater	Oracle System Assistant updater and ISO update image.	You need to manually recover or update Oracle System Assistant.

Each of the downloads is a zip file that contains a Read Me and a set of subdirectories containing firmware or software files. The Read Me file contains details on the components that have changed since the prior software release and the bugs that have been fixed. For more details on the directory structure of these downloads, refer to the *Sun Blade X3-2B (formerly Sun Blade X6270 M3) Administration Guide*.

## Accessing Firmware and Software

This section covers instructions for downloading or requesting software release files.

**Note** – You can also use Oracle System Assistant to easily download and use the latest software release. For further information, refer to the *Sun Blade X3-2B (formerly Sun Blade X6270 M3) Administration Guide*.

There are two other methods for obtaining updated firmware and software.

- “Download Firmware and Software Using My Oracle Support” on page 28
- “Requesting Physical Media” on page 28

## ▼ Download Firmware and Software Using My Oracle Support

- 1 Go to: <http://support.oracle.com>**
- 2 Sign in to My Oracle Support.**
- 3 At the top of the page, click the Patches and Updates tab.**

The Patches and Updates screen appears.
- 4 In the Search screen, click Product or Family (Advanced Search).**

The screen appears with search fields.
- 5 In the Product field, select the product from the drop-down list.**

Alternatively, type a full or partial product name (for example, Sun Blade X3-2B) until a match appears.
- 6 In the Release field, select a software release from the drop-down list.**

Expand the folders to see all available software releases.
- 7 Click Search.**

The software release comprises a set of downloads (patches) .

See “[Available Software Release Packages](#)” on page 26 for a description of the available downloads.
- 8 To select a patch, click the check box next to the patch name (you can select more than one patch).**

A pop-up action panel appears. The panel contains several action options.
- 9 To download the update, click Download in the pop-up panel.**

The download begins automatically.

## Requesting Physical Media

If your processes do not allow downloads from Oracle web sites, you can access the latest software release through a physical media request (PMR).

The following table describes the high-level tasks for making a physical media request and provides links for further information.

Description	Link
Gather information you will need to provide for the request.	<a href="#">“Gathering Information for the Physical Media Request” on page 29</a>
Make the physical media request either online or by calling Oracle Support.	<a href="#">“Request Physical Media (Online)” on page 29</a> <a href="#">“Request Physical Media (by Phone)” on page 30</a>

## Gathering Information for the Physical Media Request

You must have a warranty or support contract for your server in order to make a physical media request (PMR).

Before you make the PMR, gather the following information:

- **Obtain product name, software release version, and patches required.** It will be easier to make the request if you know the latest software release and the name of the download packages (patches) that you are requesting.
  - *If you have access to My Oracle Support* – Follow the instructions in [“Download Firmware and Software Using My Oracle Support” on page 28](#) to determine the latest software release and view available downloads (patches). After viewing the list of patches, you can navigate away from Patch Search Results page, if you do not want to continue with the download steps.
  - *If you do not have access to My Oracle Support* – Use the information in [“Available Software Release Packages” on page 26](#) to determine which packages you want, then request these packages for the latest software release.
- **Have the shipping information ready.** You will need to provide a contact, phone number, email address, company name and shipping address for the request.

## ▼ Request Physical Media (Online)

**Before You Begin** Gather the information described in [“Gathering Information for the Physical Media Request” on page 29](#) before making the request.

- 1 Go to <http://support.oracle.com> and sign in.
- 2 Click on the **Contact Us** link in the upper right corner of the page.
- 3 In the **Request Description** section, fill in the following:
  - a. In the **Request Category** drop-down list, select the following:  
Physical Media Request (Legacy Oracle Products, Primavera, BEA, Sun Products)

**b. In the Request Summary field, type: .**

**PMR for latest software release for Sun Blade Sun Blade X3-2B**

**4 In the Request Details section, answer the questions shown in the following table:**

Question	Your Answer
Is this a physical software media shipment request?	Yes
Which product line does the media request involve?	Sun Products
Are you requesting a required password for a patch download?	No
Are you requesting a patch on CD/DVD?	Yes
If requesting a patch on CD/DVD, please provide the patch number and OS/platform?	Enter the patch number for each download that you want from the software release.
List the product name and version requested for the physical media shipment?	<i>Product Name:</i> Sun Blade X3-2B <i>Version:</i> Latest software release number.
What is the OS/platform for the requested media?	If you are requesting OS-specific downloads, specify the OS here. If you are requesting system firmware only, enter Generic.
Are any languages required for this shipment?	No

**5 Fill in the Ship-To contact, phone number, email address, company name, and shipping address information.**

**6 Click Next.**

**7 Under Relevant Files, type: Knowledge Article 1361144.1**

**8 Click Submit.**

## ▼ Request Physical Media (by Phone)

**Before You Begin** Gather the information described in “Gathering Information for the Physical Media Request” on page 29 before making the request.

**1 Call Oracle support, using the appropriate number from the Oracle Global Customer Support Contacts Directory:**

<http://www.oracle.com/us/support/contact-068555.html>

- 2 Tell Oracle support that you want to make a physical media request (PMR) for the Sun Blade X3-2B.
  - If you are able to access the specific software release and patch number information from My Oracle Support, provide this information to the support representative.
  - If you are not able to access the software release information, request the latest software release for the Sun Blade X3-2B.

## Installing Updates

The following topics provide information about installing firmware and software updates:

- “Installing Firmware” on page 31
- “Installing Hardware Drivers and OS Tools” on page 31

## Installing Firmware

Updated firmware can be installed using one of the following:

- **Oracle Enterprise Manager Ops Center** – Ops Center Enterprise Controller can automatically download the latest firmware from Oracle, or firmware can be loaded manually into the Enterprise Controller. In either case, Ops Center can install the firmware onto one or more servers, blades, or blade chassis.

For more information, go to:

<http://www.oracle.com/us/products/enterprise-manager/opscenter/index.html>

- **Oracle System Assistant** – Oracle System Assistant can download and install the latest firmware from Oracle.

For more information, refer to [Using Oracle System Assistant for Server Configuration](#).

- **Oracle Hardware Management Pack** – The fwupdate CLI tool within the Oracle Hardware Management Pack can be used to update firmware within the system.

For more information, go to: <http://www.oracle.com/pls/topic/lookup?ctx=ohmp>.

- **Oracle ILOM** – Oracle ILOM and BIOS firmware are the only firmware that can be updated using the Oracle ILOM web interface and Oracle ILOM CLI.

For more information, go to: <http://www.oracle.com/pls/topic/lookup?ctx=ilom31>.

## Installing Hardware Drivers and OS Tools

Updated hardware drivers and operating system (OS)-related tools, such as the Oracle Hardware Management Pack, can be installed using one of the following:

- **Oracle Enterprise Manager Ops Center** – For more information, go to:  
<http://www.oracle.com/us/products/enterprise-manager/opscenter/index.html>
- **Oracle System Assistant** – For more information, refer to [Setting Up the Server With Oracle System Assistant](#).
- Other deployment mechanisms such as JumpStart, Kickstart or third-party tools.  
For more information, refer to your OS documentation.



# Index

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## **B**

BIOS, boot modes, setting (ESXi), 18–19

## **D**

documentation, ESXi, 12

drivers

installing

ESXi, 22–23

## **E**

ESXi

documentation, 12

installation, 15–19

required information, 17

installation methods, 13

installation options, 12

installation setup

local, 15–16

remote, 16–17

installation tasks, 11–14

installing drivers, 22–23

interactive installation

local, 21–22

remote, 21–22

updating, 23

## **H**

hardware and software

information

ESXi, 12

## **I**

installing OS, ESXi, 9

## **L**

local installation, setting up (ESXi), 15–16

## **M**

manual OS installation, ESXi, 21–22

## **P**

Product Notes document, ESXi, 12

## **R**

remote installation, setting up (ESXi), 16–17

## **S**

supported  
  operating system  
    ESXi, 12

## **T**

tools and drivers  
  installing  
    ESXi, 21–23

## **U**

Unified Extensible Firmware Interface (UEFI), *See see*  
  BIOS

## **V**

VMware ESXi, *See* ESXi