

2015 to 2017

Q10021203 - There is a compatibility problem replacing the existing ARC-1210 with a newer one ARC- 1212. After the replacement the windows server OS does not boot properly.

Each RAID adapter has its individual product ID. Roam an OS from old controller to the new controller, you have to install the driver for new controller before roaming. Otherwise your OS will be not able to recognize the new card and result boot failure.

Recommend procedures to roam an OS from one card to a different card

1. Boot up system from old card with new card installed.
2. Install driver for new card, although the driver package is same
3. Power off system, move the array to the new card and remove the old card.

After that, you will be able to boot up system from new card.

Unique solution ID: #1339

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