

## Maintenance: Update – Storage Array Upgrade of Operating System and Disk Firmware

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As part of our commitment to quality and continual improvement, Iomart will be carrying out maintenance works on Monday 9<sup>th</sup> March 2026. The work will be an upgrade to the SAN Operating Environment (OE).

### What will happen?

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There will be an upgrade to the SAN Operating Environment during the maintenance window 23:00 to 03:00 (GMT).

### When will the work be carried out?

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The maintenance work will begin at 23:00 (GMT) on 9<sup>th</sup> March and last until 03:00 (GMT) on 10<sup>th</sup> March.

### Who will be completing the work?

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Dell EMC support will complete all of the work remotely.

### Will I experience downtime?

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No downtime is expected but as with any upgrade or maintenance work, there are risks present. To mitigate these risks the Dell SAN system is an active/active system and the partner service processor will take over the tasks of the upgraded service processor during the reboot that is required once the firmware has been applied. All storage paths to each storage processor are also served via redundant storage fabrics. Iomart have also established the readiness for the upgrades and will perform a health check before commencing. In the unlikely event of a firmware upgrade failure, the firmware will not be installed and the system will remain as is.

Regards,

Iomart Communications Team.