

## Appendix E Troubleshooting Guide



### **NOTE:**

*The following is a checklist of the common problems encountered during installation. For failures that occur during operation, refer to the failure recovery procedure in the "Disk Failure Management" section.*

<b><u>PROBLEM</u></b>	<b><u>CHECK</u></b>
LCD is off	<ol style="list-style-type: none"><li>1. Check power connections of the board and LCD panel.</li><li>2. Requires minimum of 4 MB DRAM SIMM installed.</li></ol>
7-segment LED flashes "F"	<ol style="list-style-type: none"><li>1. SIMM module not installed yet.</li><li>2. Null board (pin plug) for battery backup connector, JP16, is not installed.</li></ol>
SCSI channel failure detected upon start-up (SCSI cables connected).	<ol style="list-style-type: none"><li>1. Check ID numbers (must be unique for each device on the same SCSI channel).</li></ol>
LCD = SCSI CHLs fail CHL=x,x,x	<ol style="list-style-type: none"><li>2. Make sure terminators are properly installed.</li><li>3. Check the voltage output of the power supply.</li></ol>
Initialization failure	<ol style="list-style-type: none"><li>1. Check ID numbers (must be unique for each device on the same SCSI channel).</li><li>2. Make sure terminators are properly installed.</li></ol>

Cannot detect SCSI drive	<ol style="list-style-type: none"> <li>1. Check drive power connections.</li> <li>2. Check drive SCSI cable connections.</li> <li>3. Check ID numbers (must be unique for each device on the same SCSI channel).</li> </ol>
Host cannot detect DA-3000	<ol style="list-style-type: none"> <li>1. Check host SCSI cable connections.</li> <li>2. Check SCSI port to LUN assignment.</li> <li>3. Check logical drive mapping to LUN.</li> </ol>
Parity error detected	<ol style="list-style-type: none"> <li>1. DRAM SIMM should be replaced.</li> </ol>
Logical drive failure detected during boot-up	<ol style="list-style-type: none"> <li>1. Check proper installation or connection of the drives (use the "View SCSI drives" function to help locate the problem).</li> </ol>
System is not stable after running for a period of time.	<ol style="list-style-type: none"> <li>1. SCSI cable must be shorter than 3 meters.</li> <li>2. Make sure terminators are proper installed.</li> <li>3. Power supply voltage must be within specification.</li> <li>4. Check the enclosure inner temperature.</li> </ol>
When using "Scan New SCSI Drive" and the desired ID is empty, an empty drive entry appears.	<ol style="list-style-type: none"> <li>1. Refer to Chapter 7.4.1 or 8.4.1, Scan New SCSI Drive, on how to remove the empty drive entry.</li> </ol>
The RS-232C Terminal Interface is not working.	<ol style="list-style-type: none"> <li>1. Check RS-232C cable connections.</li> <li>2. Check Baud Rate.</li> <li>3. Enable Terminal Emulation.</li> <li>4. Data Routing Direct to Port.</li> </ol>

When choosing “Configure Modem Port”, the screen is full of “Comm Buffer Overflow”. The logical drive states NVALID”.

1. “Terminal Emulation” should be enabled after all modem configuration are completed.
1. “Optimization for .... I/O”, when creating the logical drive in Cache Parameter, is different from the current setting.
2. Change “Optimization for ...I/O” to the opposite setting and reset the controller.

In “View and Edit SCSI Drives” or “View and Edit SCSI Channels”, the speed is only “20.8Mhz”, not “40Mhz”

1. “20.8Mhz” is SCSI sync frequency, not transfer rate.
2. Refer to Appendix B, SCSI cable Specification, for details.

All settings are too complex to remember.

1. After the system installation completes, write down all the settings and related information in “Appendix H Take Record of the Settings” for future reference.

Upon replacing the failed controller with a new one during Redundant controller connection, nothing appears on the LCD of the new controller.

1. Set the new controller as “Redundant controller enabled” before connecting to the active controller.
2. Connect the new controller to the active controller and choose “Dessert failed controller” on the active controller.
3. Refer to “Chapter 9 Redundant Controller” for more details.