



Tape Backup 40SC





Troubleshooting

Tape Backup 40SC





General

The Symptom Charts included in this chapter will help you diagnose specific symptoms related to your product. Because cures are listed on the charts in the order of most likely solution, try the first cure first. Verify whether or not the product continues to exhibit the symptom. If the symptom persists, try the next cure. (Note: If you have replaced a module, reinstall the original module before you proceed to the next cure.)

If you are not sure what the problem is, or if the Symptom Charts do not resolve the problem, refer to the Flowchart for the product family.

For additional assistance, contact Apple Technical Support.





Symptom Charts

Miscellaneous

Power light does not come on

- 1 Verify that AC power cord is connected.
- 2 Verify that power is switched on and fan operates.
- 3 Replace power supply.
- 4 Replace tape backup mechanism.

Known-good Macintosh does not recognize tape backup device

- 1 Switch off all equipment. Switch on all equipment in correct order.
- 2 Verify all cable connections and priority setting.
- 3 Replace external cables.
- 4 Replace software.
- 5 Replace tape backup mechanism.
- 6 Replace power supply.





Miscellaneous (Continued)

Hard drive crashes during Restore operation

- 1 Replace software.
- 2 Verify all cable connections and priority setting.
- 3 Replace external cables.
- 4 Replace tape backup cartridge.
- 5 Run Macintosh Hard Disk Test diagnostic.
- 6 Replace tape backup mechanism.
- 7 Replace power supply.

Won't back up files onto tape cartridge

- 1 Verify that files are from an HFS disk or hard drive.
- 2 Replace software.
- 3 Verify all cable connections and priority setting.
- 4 Replace external cables.
- 5 Replace tape backup cartridge.
- 6 Replace tape backup mechanism.
- 7 Replace power supply.





Miscellaneous (Continued)

Tape Backup 40SC
icon doesn't appear
on desktop

- 1 Replace software.
- 2 Verify that Macintosh system is good.

Backup Volume won't
continue

- 1 Replace software.
- 2 Format tape cartridge.
- 3 Replace tape cartridge.
- 4 Verify all cable connections and priority setting.
- 5 Replace external cables.
- 6 Replace tape backup mechanism.
- 7 Replace power supply.





Miscellaneous (Continued)

Restore Volume is unsuccessful

- 1 Find out if blank disk capacity is smaller than volume originally copied to tape cartridge.
- 2 Replace software.
- 3 Verify all cable connections and priority setting.
- 4 Replace external cables.
- 5 Replace tape cartridge.
- 6 Replace tape backup mechanism.
- 7 Replace power supply.

Tape cartridge won't format

- 1 Try to format a blank, unformatted tape cartridge.
- 2 Replace software.
- 3 Verify all cable connections and priority setting.
- 4 Replace tape cartridge.
- 5 Replace tape backup mechanism.
- 6 Replace external cables.
- 7 Replace power supply.





Miscellaneous (Continued)

Activity light flashes, but drive motor does not operate

- 1 Eject tape cartridge, wait for activity light to go off, and insert tape cartridge.
- 2 Replace tape backup mechanism.
- 3 Replace power supply.





Take Apart

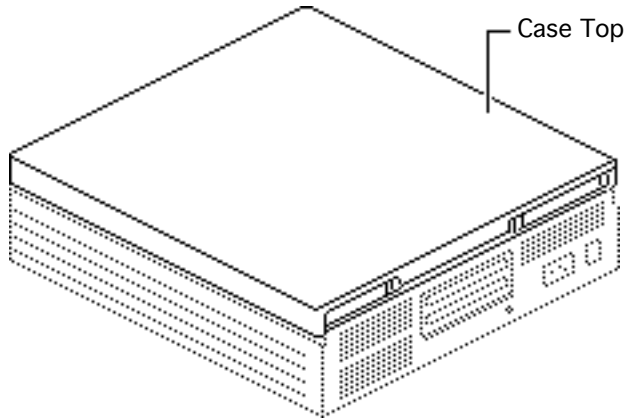
Tape Backup 40SC





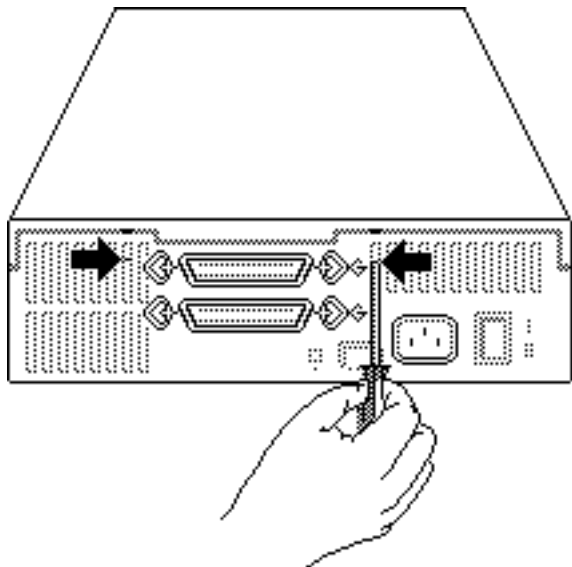
Case Top

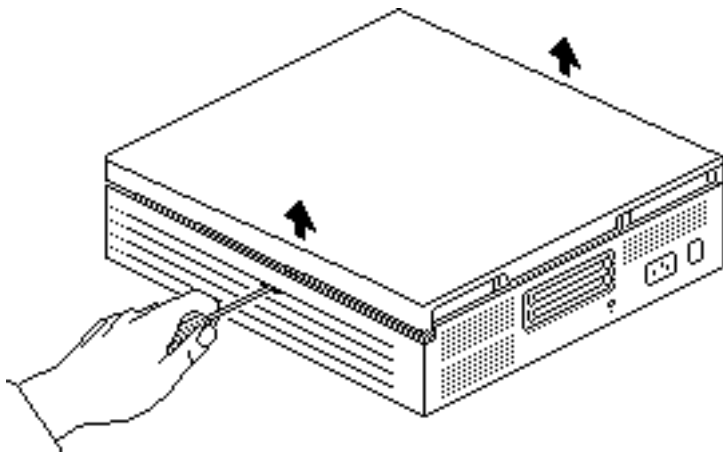
No preliminary steps are required before you begin this procedure.





- 1 Using a jeweler's screwdriver, press gently on the two holding tabs as you push the case top up slightly.





- 2 Locate the two tab holes, one on each side of the case.
- 3 **Note:** Prying is not necessary and may damage the case.

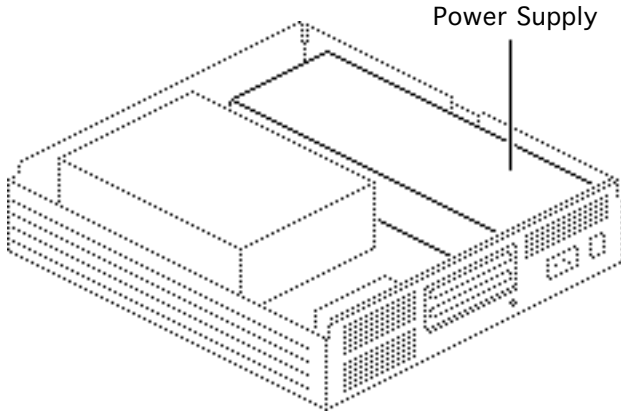
Insert the jeweler's screwdriver straight into each of the holes, and nudge the case top upward as you release each tab.





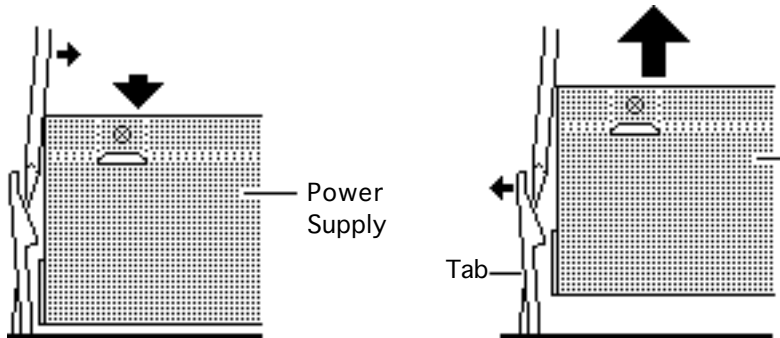
Power Supply

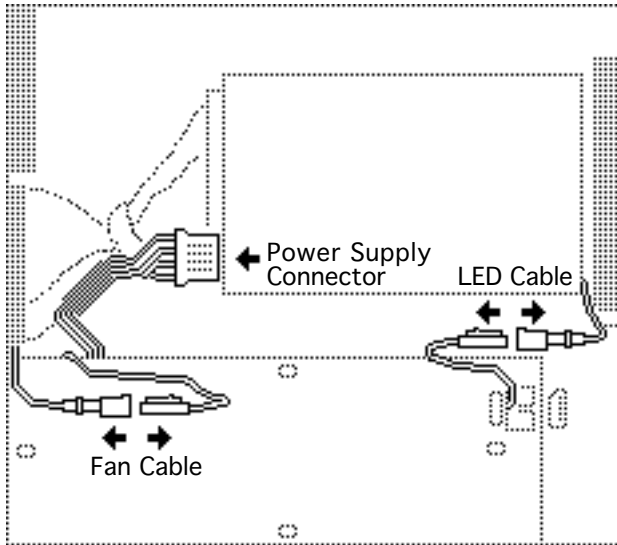
No preliminary steps are required before you begin this procedure.





- 1 Press down on the back of the power supply.
- 2 Push back the power supply tab, and lift the power supply.



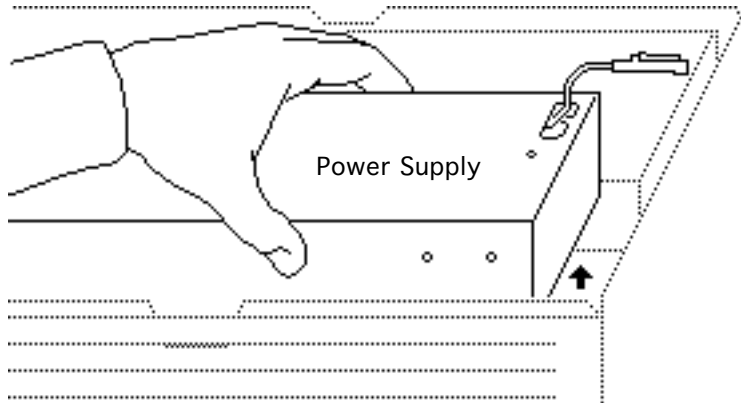


- 3 Disconnect the power supply connector from the tape backup mechanism.
- 4 Disconnect the fan cable.
- 5 Disconnect the LED cable.





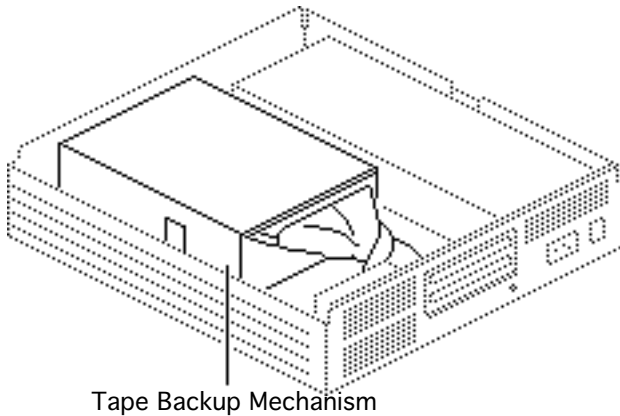
- 6 Lift the power supply free.

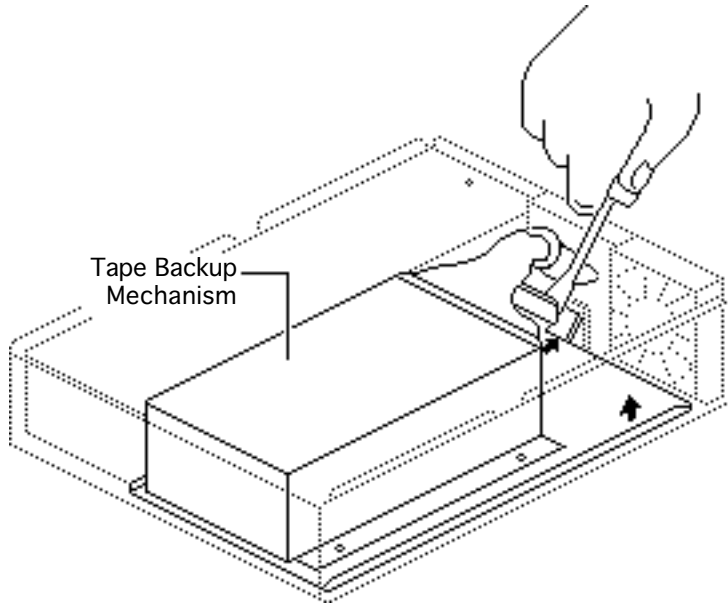




Tape Backup Mechanism

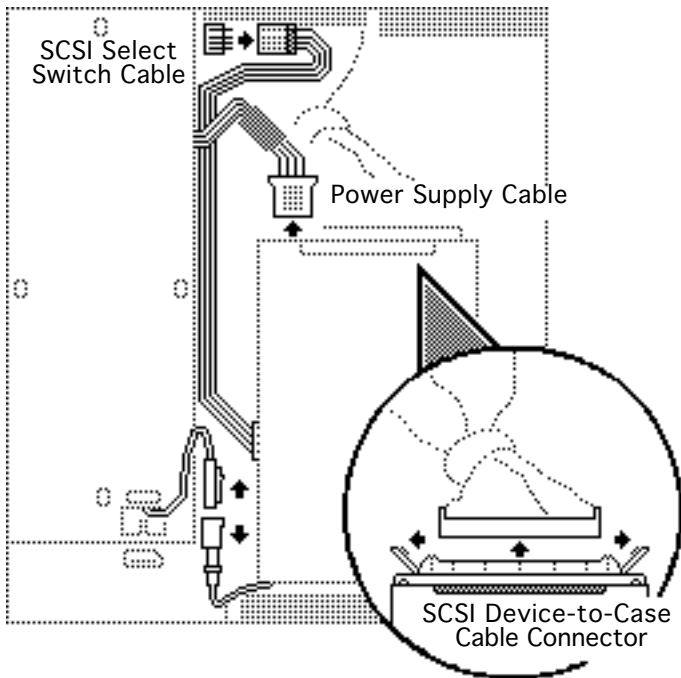
Before you begin, remove the top cover.





- 1 Use a flat-blade screwdriver to push back the holding tab.
- 2 Lift the tape backup mechanism and its baseplate. Rest the mechanism on the edge of the case.





- 3 Open the end tabs on the SCSI device-to-case cable connector and disconnect the cable.
- 4 Disconnect the following:
 - Power supply cable
 - SCSI select switch cable
 - LED cable
- 5 Lift the tape backup mechanism and the baseplate from the case.

Note: Return the tape mechanism on the metal frame with the LED cable and SCSI select switch cable.

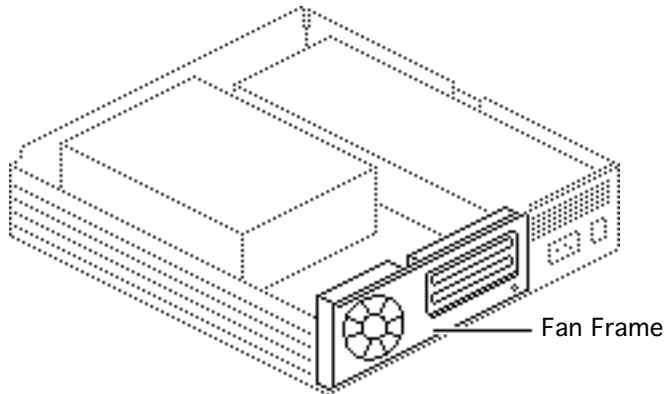


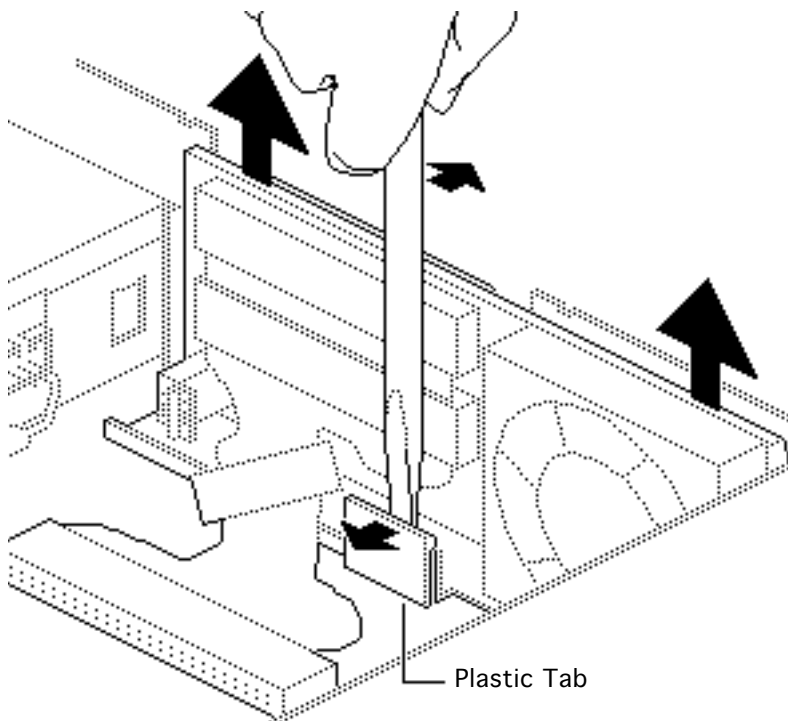


Fan Frame

Before you begin, remove the top cover.

Note: It is not necessary to remove the tape backup mechanism from the case. Just rest the mechanism on the edge of the case and do not disconnect the power supply.





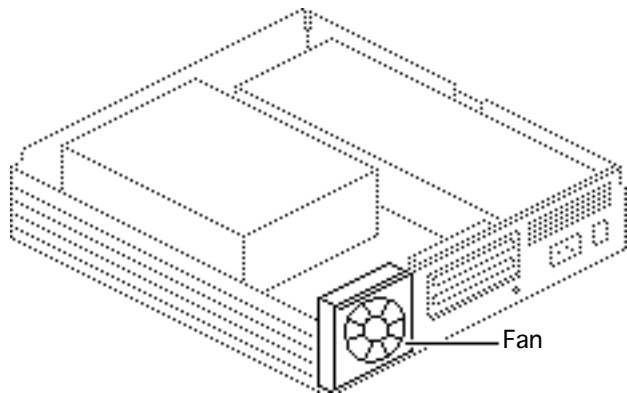
Using a flat-blade screwdriver, push back the plastic tab and lift out the metal fan frame (with fan, SCSI device-to-case cable, fan cable, and SCSI select switch attached).





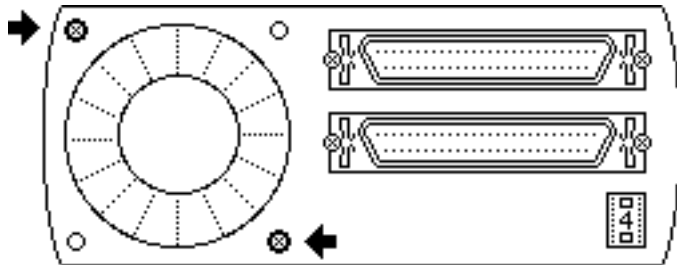
Fan

Before you begin, remove the top cover.



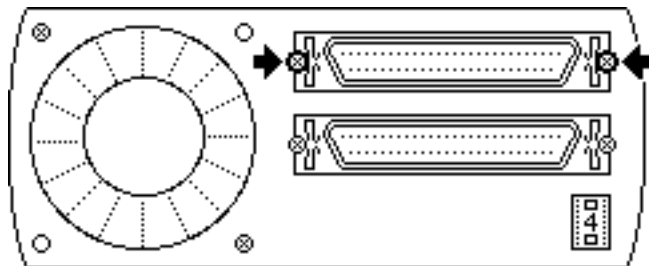


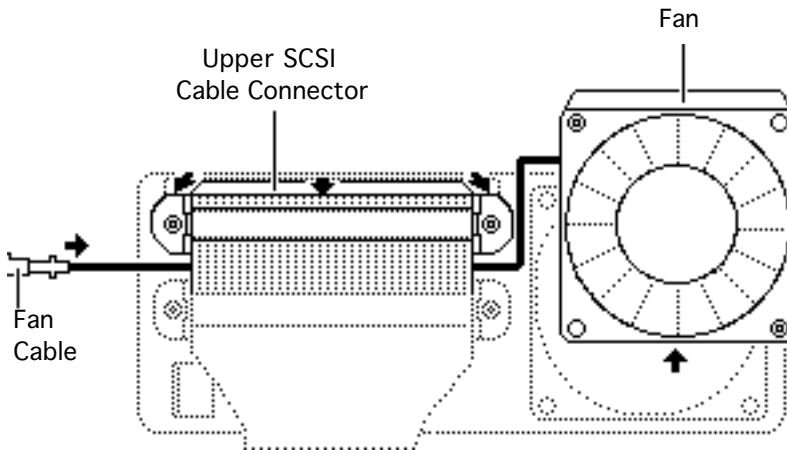
- 1 Remove the two screws that hold the fan to the frame.





- 2 Remove the two screws that secure the upper SCSI cable connector to the frame.





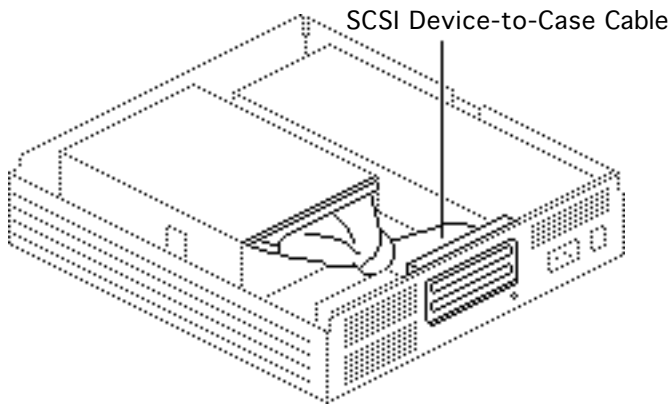
- 3 Push the connector back through the frame opening far enough to free the fan cable.
- 4 Lift the fan and fan cable free.





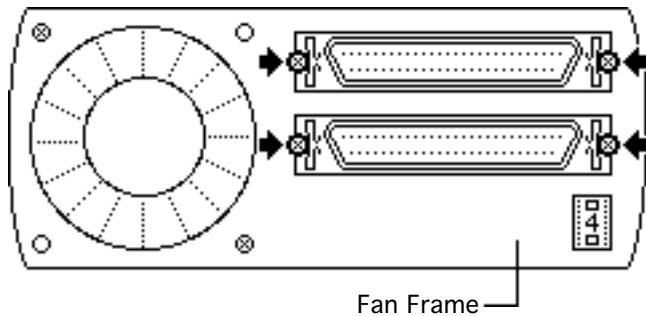
SCSI Device-to-Case Cable

Before you begin, remove the top cover.





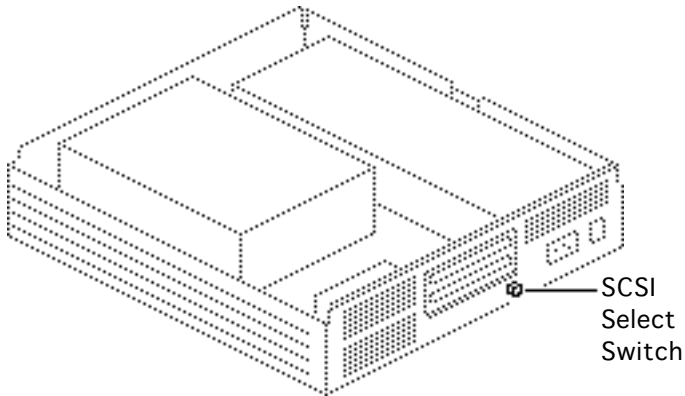
- 1 Remove the four screws that hold the SCSI device-to-case cable to the frame.
- 2 Lift the cable free.

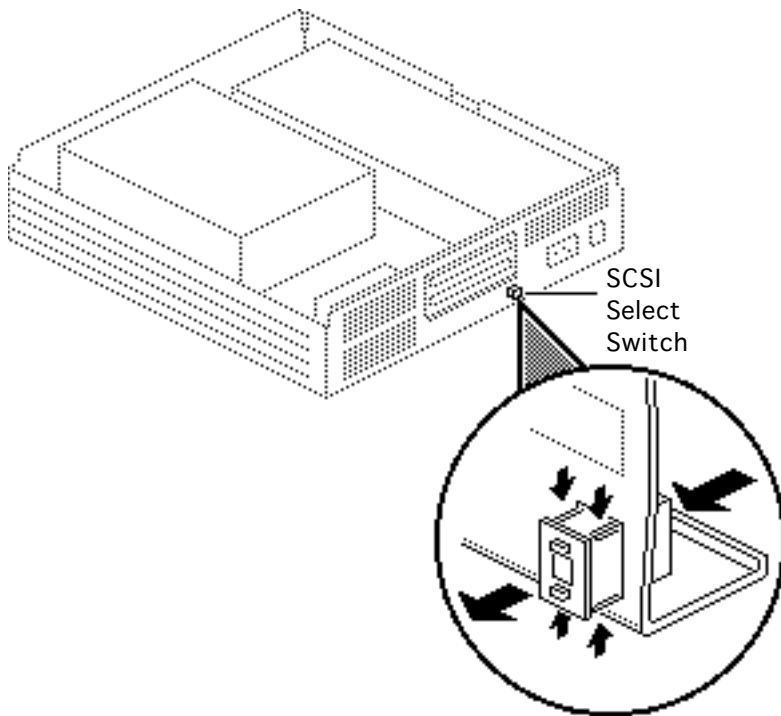




SCSI Select Switch

Before you begin, remove the top cover.





Depress the four plastic arms on the back of the switch and push the switch through the fan frame.

