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External HD160 SC: RFI Tape May Ground SCSI Cable (11/94)

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TOPIC -----

A customer reported a startup problem with an external HD160 SC, possibly caused by the position of the RFI tape on the case lid. Is this a known problem, and is there a fix?

DISCUSSION -----

The HD160 SC's RFI tape is affixed to the lid of the drive and the shielded chassis within the drive.

In some cases, the RFI tape may be positioned so that it touches the top of the 50-pin connector/cable within the drive, which can ground the SCSI cable and prevent the drive from starting up.

If an external HD160 SC fails to start up, check the RFI tape positioning. If the tape is touching the SCSI connector/cable, use this procedure to correct the problem:

- 1) Remove the RFI tape attached to the metal shield on the underside of the external lid.
- 2) Reaffix the tape to the rear of the lid. The tape should touch the two vertical pieces of metal jutting from the metal shielding. The tape should be parallel to the back plane of the drive box.

If this procedure fails to correct the problem, refer to the Service Source CD for additional troubleshooting steps.

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Support Information Services

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