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Network Server 500 & 700: SCSI Devices Troubleshooting (2/96)

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TOPIC -----

This article provides general SCSI devices troubleshooting steps for your Network Server 500 or Network Server 700.

DISCUSSION -----

Symptom: Server does not recognize SCSI device(s)

NOTE: When troubleshooting SCSI devices, use this procedure to display information regarding which SCSI devices are currently recognized by the server.

NOTE: You may either use the Network Server Diagnostic Utility or Open Firmware to determine which SCSI devices are installed.

Step 1

Turn the front key to the upright (unlocked) position.

Step 2

Turn on the server. If the server is already powered on, press the reset button. If AIX is running, shut down the system by executing the command:

```
shutdown -r
```

Step 3

While the system is resetting (or starting up), hold down the Command-Option-OF keys until the 0> prompt appears.

Step 4

To use Network Server Diagnostic Utility insert the utility disk into the floppy drive and enter the command:

```
boot fd:NWSDIAG
```

Follow the instructions provided with the utility for verifying SCSI devices are

installed.

Step 5

To use Open Firmware enter the login command at the 0> prompt and then enter password at the OF Password prompt. Enter the appropriate probe-scsi command. For example:

- probe-scsi0 to display the devices on the built-in external SCSI bus
- probe-scsi1 to display devices on the first internal SCSI bus
- probe-scsi2 to display devices on the second internal SCSI bus

Step 6

System displays the SCSI ID, logical unit, device type, manufacturer, model, and firmware version of SCSI devices it recognizes on the SCSI bus.

Step 7

If you do not see SCSI ID of problem device, check device for proper SCSI termination, SCSI ID, and cable connection. (Refer to "Setting Up Your Server and Connecting External Devices" chapter in "Setting Up the Network Server" for more information.)

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