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Network Server 500 & 700: DAT Drive Troubleshooting (2/96)

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TOPIC -----

This article provides DAT drive troubleshooting steps for your Network Server 500 or Network Server 700.

DISCUSSION -----

Symptom: DAT drive does not work

Step 1

Verify that DAT tape conforms to DDS-2 standards.

Step 2

Use a known-good tape.

Step 3

Move the DAT drive to another front drive bay slot.

Step 4

Verify that server is recognizing DAT drive on SCSI bus.

Step 5

Verify that installed SCSI devices and PCI cards are not exceeding maximum power allowance. This may affect operation of installed devices.

Step 6

Run Network Server Diagnostic Utility and follow the instructions provided with the utility to verify core system operations.

Step 7

Verify that DAT drive SCSI cable, SCSI ID cable, and power cable are properly connected.

Step 8

Replace DAT drive.

Step 9

Replace SCSI backplane board.

Step 10

Replace logic board. Retain customer's DIMMs.

Symptom: Self-test fails and right light flashes amber

Clean tape drive head. (Refer to "Cleaning the Tape Drive Heads" in "Setting Up the Network Server.")

Symptom: Amber light flashes when tape is loaded in tape drive

Copy data to new tape and discard old tape, as it is worn out.

Symptom: Self-test fails and right light is solid amber

Step 1

Move DAT drive to another front drive bay slot.

Step 2

Replace DAT drive.

Step 3

Replace SCSI backplane board.

Step 4

Replace logic board. Retain customer's DIMMs.

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