

- With Apple RAID, mirrors out of sync are reported.

External SCSI bus

The problem is more likely to occur when writing large files (for example the Retrospect catalog file) to disk drives on the external SCSI bus. During a large write, it is common for a disk drive to disconnect while performing time consuming operations such as a head seek. If the drive happens to disconnect in the middle of a 64K DMA transfer, the external SCSI and I/O controller chips don't handshake the bytes correctly at the disconnect (external SCSI overflows but DMA transfer count decrements). This results in extra bytes being written to disk. This is not guaranteed to happen with all large writes and disk drives since disconnect algorithms depend on drive size, rotation speed, track caching, manufacturer, and so on. In general, faster drives are less likely to experience the problem since they disconnect less often. Also, there are instances where utilities such as CopyDoubler from Norton Utilities can cause this problem to appear. (CopyDoubler requests data in larger, variable size chunks than the Finder for copy and duplication of files. The Finder requests 64KB maximum.) Removing CopyDoubler may make the problem disappear.

Internal SCSI Bus

Problems are commonly observed when Retrospect is performing a back-up, of a disk volume on the server to another disk volume, on the same server with several (fast) clients simultaneously performing full back-ups (over Ethernet) to tape.

How to resolve this problem

If your customer is experiencing the above described problems, the solution is to replace the 9150/80 main logic board. The new service part number to order is 661-0993. This is a new assembly which contains the hardware fix to this problem.

In addition to the 9150/80 main logic board upgrade, we strongly recommend upgrading the Operating System to 7.5.1 for Workgroup Servers. This should be available in early April, 1995.

Article Change History:

- 10 Jul 1995 - Changed Security level
- 05 Apr 1995 - Made grammatical corrections and changed title.

Support Information Services
Copyright 1995, Apple Computer, Inc.

Keywords: supt

=====
This information is from the Apple Technical Information Library.

19960215 11:05:19.00

Tech Info Library Article Number: 17500