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**Service Hints & Tips**

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**IBM PS/2 - Maxtor 540MB disk failures with Novell**

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**Symptom:**

When loading Novell Netware\* on a Maxtor 540MB SCSI-2 fixed disk, the system reports the partition to be larger than the actual drive. Various errors may be reported and the problem may appear to be an incompatibility with the fixed disk.

**Problem Isolation Aids:**

1. This is an initial installation of Novell on this fixed disk. (Netware versions 3.11, 3.12 4.0 and 4.01 are affected.).
2. The diagnostics run error-free.
3. IBM DOS (Disk Operating System) will install and run.

**Note:**

Mirroring on a Pentium Model PC Server 300 ( 8640 ) requires the Planar FRU 06H8756 ( Manufacturing numbers 06H8753 and 06H8754 ) and a BIOS Level 53 minimum.

**Fix:**

This is probably not a hardware failure and none should be replaced unless the following procedure fails to resolve it. A limited number of the 540MB fixed disks were delivered to IBM with residual test data written in certain areas of the disk. This residual data causes Novell Netware to react to the disk as if it were loaded with incompatible software. A low-level format using the advanced diagnostics will clear all data from all areas of the disk, resolving the software conflict.

- a. Load the Reference Diskette, then do a Control-A and load the Diagnostic Diskette.
- b. At the Main Menu you will have two choices, "Low Level" or "Run Diagnostic".
- c. Choose "Low Level" and follow the instructions (requires about 25 minutes).

**Note:**

After a low-level format, IML systems will require the System partition to be recreated using the Reference diskette if the drive being low-level formatted was the primary drive (SCSI ID=6).

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**SAS KEYWORDS:**

PSY2	PSY2ADPT	PSY2ERR	PSY2FDSK
D/T8590	D/T8595	D/T9590	D/T9595
D/T9585	D/T8580	D/T8570	D/T8557
D/T8556	D/T9556	D/T9557	PSY2PROG
8556	8557	8595	8590
9595	9585	8580	8570
9590	MAXSTORE	MAXSTOR	540
MB	OS/2		

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Machine Type **8556, 8557, 8570, 8580, 8590, 8595, 9590, 9595, 8640, 9585, Various**  
Model **Various**  
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Reverse Doclinks and Admin Purposes