



IBM Dealer Confidential

Document ID: GSMH-386BLK

Doc Size 3.589 bytes

Service Hints & Tips

Crossbrand - Screws may cause SCSI fixed drive failures

Symptom:

A limited number of Fixed Drive options and FRUs may have been shipped with long screws used to mount the disk assembly in its disk tray. If the screws are too long, they may contact the drive assembly cover and flex the cover into the spinning disk mechanism. This may result in a clicking and/or pinging sound and hardfile failures. Screws that touch the disk assembly may also cause failures by creating an electrical path to ground. Normally the disk assembly is insulated from the ground.

Problem Isolation:

When installing the option or FRU, care should be taken to observe that the screws do not contact the drive assembly. If this is observed, the screws must be shortened or replaced. This problem may occur on 320MB, 400MB, 1GB and 2GB drives. P/Ns of options and FRU drives affected are:

DRIVE	OPTION P/N	FRU
2GB (8 BIT)	P/N32G4336	P/N92F0440
2GB (16 BIT)	P/N32G3796	P/N92F0407
1GB	P/N6451052	P/N92F0089
400MB	P/N6451235	P/N85F0012
320MB	P/N6451108	P/N85F0011

Replacement screws are available in the miscellaneous screw and jumper kit, FRU P/N92F0141. This problem is currently being addressed and will be fixed in future options and FRUS.

Fix:

None

SAS KEYWORDS :

PSY2	SCSI	HARD FILE	FIXED
D/T3510	D/T3511	D/T8556	D/T8557
D/T8590	D/T8595	D/T9576	D/T9577
D/T9556	D/T9557	D/T9585	D/T9595
02100501U	MEDIA	ERROR	MOUNTING
PSY2FDISK	FDISK	GIGABYTE	GIG
1GIG	PSY2FDSK	2GIG	2
1	95A	ARRAY	CLUNKING
CLUNKS	CLUNK		

Document Information:

Search Keywords

Hint Category **Hard Drives, Retain**

Date Created **05.10.92**

Last Updated **24.11.98**

Revision Date **19.11.99**

Brand **IBM PC, IBM PC Server**
Product Family **PS/2, Server 85, Server 95, Rack/Storage Enclosures**
Machine Type **8556, 8557, 8590, 8595, 9556, 9557, 9576, 9577, 9595, 9585, 3510, 3511**
Model
TypeModel
Retain Tip (if applicable) **H03256**
Reverse Doclinks and Admin Purposes