

SUPPORT BULLETIN

SCZ-3.2 disk controller, SCZ-5 multifunction controller and SKM subsystems

#23

12/4/91

Status: Action required
Subject: Drive interface faults with Seagate ST41600 Elite disk drive
ECO#: 1884
Assemblies: 400-496-00 and 400-497-00 Software Support Package tapes
Revisions: Pre rev N and pre rev J, respectively
S/Ns: N/A

Problem:

A problem exists in the Initializer program on the Software Support Package tapes which will result in a drive interface fault when the software tries to send mode select information to a Seagate ST41600 Elite disk drive. This failure is seen whenever the [M]icrocode install only function is selected.

System Impact:

This problem will prevent successful installation of a Seagate ST41600 disk drive.

Action Required:

Be sure to use a proper Software Support Package tape when installing Seagate ST41600 Elite disk drives under these controllers. The proper revisions are:

400-496-00 **N** or later for the SCZ-3.2
and 400-497-00 **J** or later for the SCZ-5.

If you have already purchased SCZ-3.2 or SCZ-5 controllers to support Seagate ST41600 Elite drives, and you do not have one of the above tapes, you may call Zetaco Customer Support at 800-537-5292 for an exchange tape at no charge. Tapes which may be exchanged under this program are:

400-496-00 revs **K** through **M** only
and 400-497-00 revs **F** through **H** only.

Please have a no charge purchase order number ready when you call.