

DIGITAL

FCO

CATEGORY

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FIELD CHANGE ORDER

NUMBER: 5900-0001

APPLICABILITY: This FCO may be utilized when RZ57 disk drives are installed in DS5900 servers.

PROBLEM & SYMPTOM: Approximately 150 RZ57 disk drives were installed in and shipped to customers as part of a DS5900 configuration. There is potential for these systems to experience SCSI bus hangs. Although not all 5900's will be affected, systems with four or more drives on the same SCSI bus tend to exhibit the problem more frequently. The problem will manifest itself as a system hang.

SOLUTION: This FCO is being issued so that the RZ57 disk drives on DS5900 systems can be replaced with RZ58 disk drives.

QUICK CHECK: At the DS5900 system prompt type "uerf -r 300 | more" and look at the reboot message. Check the configuration for RZ57 disk drives.

PRE/CO-REQUISITE FCO: None

MFIT HRS

1.0

TOOL/TEST EQUIPMENT: Power-up and console diagnostics are all that are needed to verify operation of the drive.

NOTE: Before going on site assure that the customer has backed up the appropriate RZ57 drives. Coordinate this activity with your customer prior to scheduling the install of this FCO.

FCO PARTS INFORMATION

FCO KIT NO.

DESCRIPTION OF CONTENTS

EQ-01670-01

RZ58 Disk Drive

FA-05005-01

FCO Document

FCO CHARGING INFORMATION (See Page 4 of 4)

APPROVALS

TECH. ENGINEER Joe Amorelli	ENG. BUSINESS MGR.	DSHQ LOGISTICS Carol Sarasin	DS PRODUCT SAFETY Robert Brister
MICROMEDIA Brenda Rogers	PARTS AVAILABILITY June, 1993	FCO REVISION: A	FCO RELEASE DATE 1-JUNE-1993

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*****
*          INSTRUCTIONS ON HOW TO INSTALL THE 5900-0001 FCO          *
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NOTE: Before going on site, assure that the Customer has backed up the appropriate RZ57 drives. Coordinate this activity with your customer prior to scheduling the install of this FCO.

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*****
* CAUTION *
*****

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Observe Proper Antistatic Procedures

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1. Follow site specific system shutdown procedure.
2. Disconnect system from power source.
3. ----- Caution -----
Before accessing either the CPU or the mass storage drawers, the stabilizer bar located at the bottom front of the enclosure MUST be extended to balance the DECsystem 5900. (See section 3.2.2.1 of the DECsystem 5900 Maintenance Manual, EK-D590A-EN-001)

4. Refer to Section 4 of the DECsystem 5900 Maintenance Manual and follow the procedures for removing the RZ57 storage devices.
5. Note the SCSI configuration of the RZ57 that you have removed. Configure the new RZ58 to the same SCSI address.
6. Install the new RZ58 into the mass storage drawer in

the same location that you removed the RZ57 from.

7. Continue until all RZ57s have been replaced.
8. When finished replacing the RZ57s, close the last storage drawer and slide back into the chassis. Slide the stabilizer bar into the chassis as well.
9. Reconnect the system power.

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10. Assure that all power up diagnostics complete without failure.

11. A device test from the console can be run to assure that the drive(s) can be accessed. Please note that the read-write test is destructive and that all data on the selected drive can be lost.

To run the test on drives connected to the base system SCSI bus enter the following:

```
T 3/target # w l 9
```

Where # = SCSI address 0-6

To run the test on drives connected to Turbochannel SCSI bus option enter the following:

```
T X/target # w l 9
```

Where X = Turbochannel slot 0,1,2
and # = SCSI address 0-6

NOTE: It is important to select the proper drive because this test

does write on the drive and may corrupt data.

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Report this FCO activity on the LARS form in the "Fail Area/
Module/FCO/Comments" column as follows: FCO 5900-0001

LARS

	USA	GIA	EUROPE
Activity -			
(a)Contract	W	U	K
Warranty	W	U	W
(b)IN-DEC Contract	K	U	A
Non Contract/Non Warranty	F	F	F
(c)RTD/Off-site Agreement	F	U	F
Hardware Segment Code	111	111	111
Product Line	031		031
DEC Option	240TB	240TB	5900
Option ID	X	N/A	N/A
Type of Call	M	M	M
Action Taken	D	D	I/V
Fail Area-Module-FCO-Comments	5900-0001	5900-0001	5900-0001
Material Used	EQ-01670-01	EQ-01670-01	EQ-01670-01

(a) Warranty Optimum, Warranty Standard and Warranty Basic (on-site) Agreements; * Note material (only) free of charge for all customers.

(b) Applies to IN-DEC area only

(c) RTD=Return to Digital or off-site agreements; If Field Engineer on-site, use Activity Code "F".

FCO CHARGING INFORMATION

WARRANTY/CONTRACT

NONWARRANTY/NONCONTRACT

ON-SITE

OFF-SITE

ON-SITE

OFF-SITE

MATERIAL ONLY

TRAVEL/	EQ		EQ	TRAVEL/	EQ		EQ	ORDER-ADMIN,HANDLING
INSTALL	KIT	INSTALL	KIT	INSTALL	KIT	INSTALL	KIT	PKG,SHIPPING & EQ KIT
DEC	DEC	DEC	DEC	CUS	CUS	CUS	CUS	CUS

\\ FCO_DOCS 5900 DS5900