



## Common RAID problems- Quick Reference Fact Sheet

These represent the most common questions our technicians receive about RAID operations, configurations, and troubleshooting.

**1. I put a hard drive in my RAID, but it's not recognized by the array.**

Check the hard drive to make sure it's jumpered to master setting. Some hard drive manufacturers require a specific jumper setting, others no jumper at all.

**2. My RAID display shows a ROM error.**

Most ROM errors are caused by firmware corruption. Replacing or updating firmware should solve the problem. Many ROM errors are a result of power glitches, so be sure to always connect your RAID to a UPS.

**3. I have over 2Tb of data, but my operating system only recognizes 2Tb in the array.**

Many operating systems have a built in 2Tb volume limitation. On many RAID units, separating data into 2 or more volumes solves this problem. Check your O/S manual to see if your operating system has this limit.

**4. My RAID unit keeps blowing power supplies.**

This problem is almost always the result of improper voltages to the unit. Make sure your RAID unit is connected to a UPS.

**5. My RAID display shows a "remap overflow" error.**

This indicates a defective hard drive, even if the drive is not red-lighted on the array. Check your console display and replace the indicated defective hard drive immediately.

**6. My RAID display shows a SCSI parity error.**

Usually SCSI parity errors occur because of conditions outside the RAID box. Check to make sure your SCSI cable is secure and its pins aren't bent. Check to ensure proper termination and proper configuration of your SCSI interface card.

**7. My Solaris system won't recognize more than 1Tb of my RAID's capacity.**

Solaris versions below 9 have a built-in 1Tb volume limit. Check for software patches from Sun.

**8. How do I shut off the RAID's annoying beeping when I have a drive failure?????**

The process is firmware dependent, but most times the beeping can be silenced my simultaneously pushing the front up and down buttons 2-3 times.

9. I keep getting SCSI bus errors.

Is there another device on your SCSI channel? If so, you might try switching orders. Also, check for SCSI channel configuration conflicts. In the array itself, look to see if one drive has a bright amber display while the rest of the drives have dim amber or no LED displays. If one drive is bright, constant amber, it may be defective.

10. I installed a drive. The front display showed an “I” for initialization, then an “X.”

Check to make sure the new drive has an equal or larger capacity. Many manufacturers make drive version revisions that decrease total capacity.