

THIS IS THE PROCEDURE FOR TROUBLESHOOTING TAPE DRIVE AND FLOPPY DRIVE ERRORS

This document is to be sent to the customer who is concurred about certain information that is being projected over his or her screen during or after the process of a rootbackup/root & boot/eod/etc.. some examples of these messages are;

Tape write errors/floppy drive A

End of media error

Error accessing SO & SO on inode? On tape etc..

Any comment that has the term SCSI Device 2, and or the word tape or write in the content of the statement.

For anyone who is experiencing Tape Drive backup difficulties. We have found a very beneficial link that will help in solving this problem. Please follow these steps carefully. If you feel the problem still exist, please follow the secondary instructions that I have listed below. It would most beneficial if you would try these troubleshooting techniques, before you contact the Hardware Department for additional help.

NOTE: Common Terms for the following procedures are: (Each one is to be done from the "#")

So type:

tape status (this means the tape drive "Ready" to read/write)

tape reset (I would like the tape that is in the drive to be made ready for read/write)

tape unloads (Eject the tape that has completed the read/write procedures.)

tape amount (This command can only be done after you have copied data to this tape. How

Much data do I have on this tape, example 135 MB)

To start, I always recommend that you do a backup of your data before, you take down your system.

Once you have rebooted your system, login as a suppresser, by typing Root.

Insert a New Tape into your Dat Drive.

Once the tape has been in your drive for a short period of time, the orange Light should

Go off. Make sure that it has. You will need to be at a prompt "#" for the remainder of the

Items that I want you to do.

Type # tape status

This should bring up a line that reads:

Tape status

Status: ready

t errors : 0

d errors : 0

nderruns : 0

Then type the next and most important entry :

Type # link (space bar) /dev/rct0 (space bar) /dev/nurStp0

If you want to test a dat tape to see if you can copy a file to this tape

Type # tar cv8 "filename" example: tar cv8 /work

If the copy command and tape is right, then you will shortly see some lines of data scrolling across your screen. Let this process finish and return to a "#", before you try the next view

Command. Then type

Type # tar tv8

If the copy was done correctly, then you should see the same data scroll across your screen again. Again, let the process finish. This will be a pretty good indication of a good tape, and

That Unix is operating correctly. This, however, does not validate the Software, and or its

Backup process.

To test your floppy disc, just format the floppy in your sysut menu (as I have instructed in this document).

Remember, sometimes a tape may take a minute or two before you start seeing the data scrolling across your screen. (This is very common). However, if several minutes go by, and finally you receive the following response:

Blocksize=0

This response is telling you that the system is reading the tape, but the tape appears to have nothing on it.

If you are unsure of your tape being read, for the majority of our customers you will simply type

Type # tape reset

This will reset the tape, and your status should now read:

tape status

Status : ready reset

soft errors : 0

hard errors : 0

underruns : 0

This response indicates that you should have the ability to read/write the tape properly.

If you receive the following response:

Type # tape status

status : offline and or beginning of tape

soft errors : 0

hard errors : 0

underruns : 0

The response above (in most cases) constitutes a bad tape or offline scenario. Your tape will not read or write if you are reading this type of response. In very isolated cases you may sometimes be able to reset your dat drive if your tape status reads " beginning of tape" or "beginning of tape reset", Otherwise, do not expect any other scenario to work. You may also try the complete line

Of testing again. Just simply reboot, read the instructions, and go for it. Good Luck

When trying to determine what the solution to an issue is, you need to know the case and history of the issue. For each example that I am listing below, I will list what we have found to be the best solution (to date), for the example. If you have any feedback that will help in our supporting you, please call and advise me.

Q: Is this the first time that this has happened?

A: In otherworlds, has this happened before, but you did not feel it necessary to contact us. ?

Q: Do you only get these messages when you are doing a set of Root and Boot Floppies, or do you receive these types of messages when you are doing a Rootbackup tape or EOD tape?

A: If you receive error messages while performing a Root and Boot Floppy, please consider using a "Wet" solution floppy cleaner (twice), 2 times, before you try and do your Root and Boot. Because Root and Boots are typically done 1 time each month, we feel that cleaning this device 1 time a month should help maintain this device. It surly will not hurt it.

To start the cleaning process (for your floppy), just insert your "Good" floppy into the Floppy Drive A (tar device #6). Go to your sysut menu under "Tape". Highlight the Format the Floppy (in Unix). Please do this procedure twice. If you are familiar with utilizing the

Prompt, then simply type from the # sign, "format". This will do the same procedure.

Q: How old is your Tape drive? How many months, days, years, etc. Could the device simply be worn out?

A: Some devices, regardless of how much you want them to work, will wear out. Depending upon the usage/climate/etc..... It could wear out in 1 year. Clean this baby every week, not once a month, if you want this device to last.

Q: How old is your floppy drive? Could the device simply be worn out?

A: Floppy drives, especially dual floppy's (3"/5"), wear out much faster than at drives.

This drive is the least expensive of your drives, and the easiest to change. However, it generally stops working when you least expect or need it to. Clean it continuously every month, if you are wanting it to last. Even then, some will wear out sooner than you Expect.

Q: Did you clean your devices before you started this procedure? When was the last time that you cleaned your Floppy or Tape Drive?

A: Read the above suggested cleaning periods. This is a serious matter, especially in the event of a catastrophic crash of your system.

Q: Are you positive that your tapes or floppies are good?

A: Use the read commands that I have listed in this document.

Q: Has anyone been cleaning your system lately? Taking the cover off the CPU to clean it out? Could someone accidentally disconnect some cables in the process?

A: A lot of the times the working environments that we deal with are such, that many different people wear many different hats. This may cause a communication lapse that causes little things like (the proper way of cleaning a system and the fail safe mechanics of putting it back together) to slip through the cracks. Please check to make sure your system is properly connected with power and data (SCSI cable). Reach into the box and really make an effort at securing the proper connections.

Q: While I was off work, did someone pry the tape (that is on my desk, and that has a large amount of tape hanging out of it) out the tape drive.

A: These new tape drives do not take to any type of tapering. We have found that fooling around with tape, "while the tape is in the drive", will cause major problems. In most cases you tape drive will never work again, and any warranty (if proven to be tapered), will be voided. Sony and Seagate must build these drives to void the mechanics if tapered with.

Q: Is the cover of your tape and floppy drive on straight? In other words, can the unaligned cover of the device be the problem that you are running into?

A: It could be as simple as this.

Q: Did you tell the ABCS tech that you were using the big tapes (6250), instead of the Dat Tapes?

A: If so, the ABCS tech could have installed the wrong drivers for your tape drive. The conclusion would be, "a none working drive". Please consider asking us any questions that may make you feel better.

These are not the only items that can be done to make everything perfect. But we have found by, doing some of these items, you will prevent yourself, and us.

If all fails or if you have any questions please call ABCS Hardware Support.