

Chapter 5 Troubleshooting

Overview

This chapter is designed to help identify and solve problems encountered using AutoLoader Software. Please review this section before contacting your reseller or Palindrome Technical Support.

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Checklist for Proper Autoloader Operation

Palindrome AutoLoader Software is designed to work seamlessly with Storage Manager and Backup Director operations if:

- The autoloader is powered on.
- Both the autoloader and the backup device(s) are properly cabled and the SCSI bus is terminated at both ends. Also, be sure the SCSI bus is not both internally terminated (with termination resistors) and externally terminated (with a termination block).
- The robotics and the backup device(s) each have a unique SCSI address. If you are using the Palindrome FAST 2000, FAST 2000C or FAST 2000C Turbo Autoloader, or the ADIC DAT 1200 (or if you are unsure if the autoloader can determine the SCSI addresses of its backup devices), set the backup device's SCSI addresses to 0, 1, 2, or 3 to avoid conflicts with the autoloader.

If your autoloader allows independent setting of the robotics SCSI address, it must be set to 3 greater than the drive(s) address. For example, if the highest drive address is 2, then the robotics address must be set to 5.

Also be sure that autoloader and drive(s) addresses do not conflict with the address of the host adapter (typically set to address 7).

- The autoloader and firmware versions of both the robotics and backup device(s) are supported by AutoLoader Software. For a list of the latest Palindrome certified autoloader devices, download file CDL40.ASC from the Palindrome BBS.
- The autoloader driver and host adapter driver are properly loaded.

Scanning for available SCSI devices

To scan the SCSI bus for a list of all devices:

1. Open the Operations menu in Device Manager.
2. Select *Scan for Devices*.
3. Information is displayed on host adapters, SCSI hard drives, and SCSI backup devices.

Testing SCSI devices

If system messages indicate possible backup device hardware problems, diagnostic programs are provided to test configured devices.

Testing of Tape Media

The diagnostic program performs write, read, compare, and positioning tests (on blank or unformatted tapes) and reports media related failures. Because the diagnostic program performs a “destructive” write to media (overwriting any data on the media), **do not run the program on media containing valuable data.**

Testing backup devices

- > Open the Operations menu in Device Manager.
- > Highlight the device.
- > Select *Test Device*.
- > Choose either the **Short Test** or **Long Test** and enable **Trace**. Both choices perform the same tests on the backup device and media.

Both the Short Test and the Long Test choices perform the same write, read, verify, and positioning tests. The Short Test writes to only the first part of media and takes about 25 minutes to complete. The Long Test performs writes from the beginning to the end of media and takes about 50 minutes to complete (actual time to complete is affected by the speed of the hardware components, drive compression, and media capacity).

Testing the autoloader robotics

To test the autoloader robotics

1. Highlight the autoloader icon in Device Manager.
2. Open the Operations menu and select *Test Device*.
3. In the “Submit Job to Test Device” dialog box, choose either the **Short Test** or the **Long Test** and enable **Trace** (optional, but recommended). The Short Test moves each media in the autoloader from its storage slot to the drive (and back to its original storage location) 1 time. The Long Test moves each media from storage to the drive (and back) 5 times.
4. As testing progresses, the **phase** field will change to indicate that the changer is

“testing medium changer”, “loading media”, or “storing media”.

5. When the **phase** field displays “operation completed”, choose **Close** to exit the window.

If errors are detected during the test, information detailing the possible cause(s) is written to the System Messages database for viewing later. It is recommended that system messages pertaining to the tape drive test be printed out, in case it is necessary to contact your authorized reseller or Palindrome Technical Support for assistance.

System Messages

System messages that are generated when using AutoLoader Software may be the result of an internal software error. If repeating the operation does not solve the problem, the System Messages database should be reviewed for error detail to report to your reseller, and if additional assistance is required, to Palindrome Technical Support.

To view error messages, warnings, and notes written to the System Messages database:

1. Open the Status menu in Control Console.
2. Select *System Messages*.

See also: the “*System Messages*” section in the *Administrator's Reference Guide*.
