Troubleshooting Tips
For FastTrak100/TX2/TX2000 Series Controller

This document describes commonly reported items that, left uncorrected, may impair the performance of your FastTrak controller. The following FastTrak models are covered:

- FastTrak100
- FastTrakTX2
- FastTrakTX2000

Most of these troubleshooting tips intended to be a procedure to fix a specific problem. Others are general in nature. Following these tips will result in correcting most of the problems that occasionally arise with FastTrak controllers.

Promise recommends that you read through this list of tips and correct any differences in your FastTrak before calling Technical Support. Doing so will save you time and effort.

Other documents are referenced within this document:

- *Adding a Full Hard Disk Drive to an Array Version 1.0*
- *FastTrakTX Series User Manual*
- *Promise Array Management (PAM) User Manual*

You can download copies of each from the Promise Website.

This document describes commonly reported items that, left uncorrected, may impair the performance of your FastTrak array.

- Check all drives for proper jumper settings verify all power connectors to and from the hard drives and make certain they are connected. (NOTE: when using SuperSwap or SuperSwap1000 enclosures, make sure they are locked and all connections are secure)
- Always make certain that the FastTrak Fastbuild Bios posts in order to be able to create an array. If the FastTrak Bios does not post it can indicate a resource problem with another device (intergraded or added on your system)
- If you are using SuperSwap enclosures be certain to use only one SuperSwap per channel (the use of two Super swaps on the same channel may cause the slave drive not to be recognized)
- It is recommended to use identical drives under the same array (Use of drives with different ATA modes may result in arrays going offline)
- It is recommended to run a drive manufacturer diagnostic tool on all drives prior to creating an array to ensure drive integrity
- Make certain to use the latest FastTrak driver, bios and array management software
- If the drive is being misreported (as an example a 40 gig drive connected on the FastTrak is being reported as an 8.4GB or 32GB) at the BIOS Post be certain that the drive is not clipped (to limit the capacity reported)

• In Win2K/XP/2003 or WinNT the driver needs to be loaded in order for the drives to be recognized by the OS

– To partition an array doing an existing installation in Win2K/XP/2003 use the Disk Manager, In WinNT use Disk Administrator.

•If you will be moving a drive that has an existing Win2K/WinXP/2003 or WinNT installation from the motherboard controller to the Promise controller, make certain that the Promise drivers are loaded first

•When installing Win2K/WinXP/2003 or WinNT onto the raid array , make certain that you hit F6 to load support for 3rd party adapters when the OS install CD starts to boot, otherwise the controller will not be recognized by the OS installation(for Win2000 press F6 when prompted. In WinNT this happens when the CD install begins and a message that "Setup is Checking Your Hardware" appears)

•If you are experiencing performance issues try disabling SMART the Array Management Utility (SMART polling may cause sporadic performance drops)

•If you are having problems running FDISK & Format or accessing the drive in any OS (make certain that there is a bootable asterisk next to the first array in the Fastrak Fast Build Bios in option #3 Define Array whether you are booting from it or not)

• If you are using WD disk drives, remove all jumpers to obtain the **Single Master** Setting when the drive is the only disk on the channel

• When using WD disk drives, be sure you have installed the latest Firmware for the UltraTrak unit.

• When using WD disk drives, be sure you are using the WD Acoustic Firmware Patch.

• If the array goes critical during warm reboots make certain that the drives are physically ok by running the drive manufactures drive diagnostic, If the drive test fine make certain you have the latest bios and driver of our web site.

• The use of and outdated Bios/Driver can result an accessing up to 137GB only if the array is made up of larger drives, the latest driver and bios is required to allow 48 Bit LBA support