Capturing Drive logs – SDLT

Drive dumps from SDLT drives are obtained via SCSI

Log pages and Analysis Data can be captured via IR

Required items:
Laptop running Windows 2000
PCMCIA SCSI Card with ASPI driver loaded from Adaptec (EZ-SCSI or Adaptec ASPI)
50 to 68-pin "Active" adapter
68 pin "Active" terminator
Quantum SDLT Device Driver from the CSWeb link to Quantum's Web site
X-Talk Utility (Download and install on your laptop)
Note: If you fail to connect to the SDLT drive with a multi-mode terminator. Replace the terminator with a "Active" terminator. Replace with multi-mode terminator upon completion of collecting log.
I-Talk Utility (Download and install on your laptop)

Preparing Tape for Drive Dump

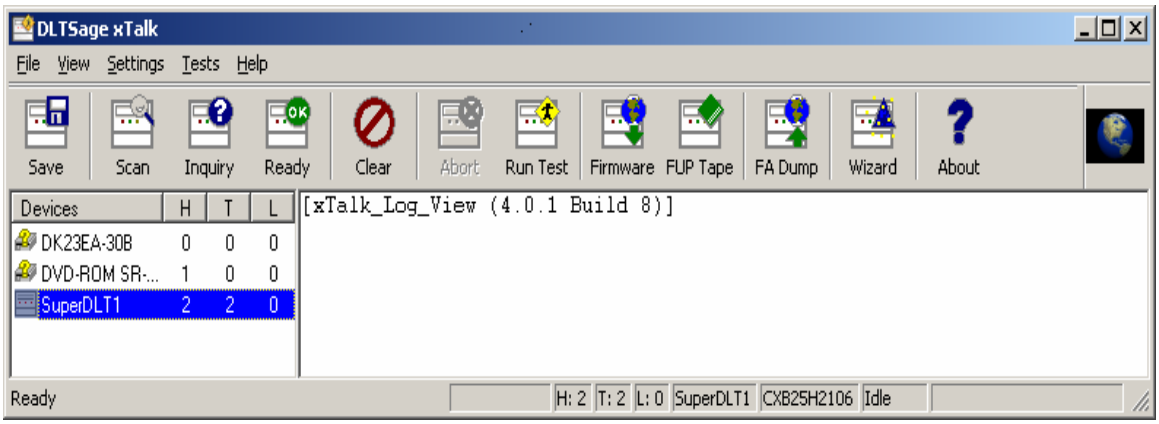
(1) Do not power off the SDLT drive.
(2) Verify the SCSI ID using the OP panel. (Back of drive sled for S1K) Note: If the SCSI ID is above SCSI ID 6 you will not be able to collect the drive logs using your laptop PCMCIA SCSI card.
(3) Remove the existing SCSI cable from the SDLT drive. Replace the multi-mode terminator with an "Active" terminator.
(4) Install your PCMCIA SCSI card and connect your 50 to 68 pin "Active" adapter to the SDLT SCSI port.
(5) Power on your laptop.
(6) Verify your laptop found the SDLT drive using the Windows device manager.

Capturing Drive Dump: Using the X-Talk utility from Quantum to capture the drive dump.
X-Talk has a built in FA Dump which performs the following activities:
Creates a file. The file name is the serial number of the tape drive you are testing plus a .dmp extension (for example, CXA11H0022.dmp)
Queries the tape drive.
Puts diagnostic data into the file, in ASCII format. Also puts core dump data into the file.
Compresses the file, giving the file name the .dmz extension (for example, CXA11H0022.dmz).

NOTE: The FA Dump wizard works only with Super DLTtape drives.

Use the FA Dump Wizard

1. Select the tape device

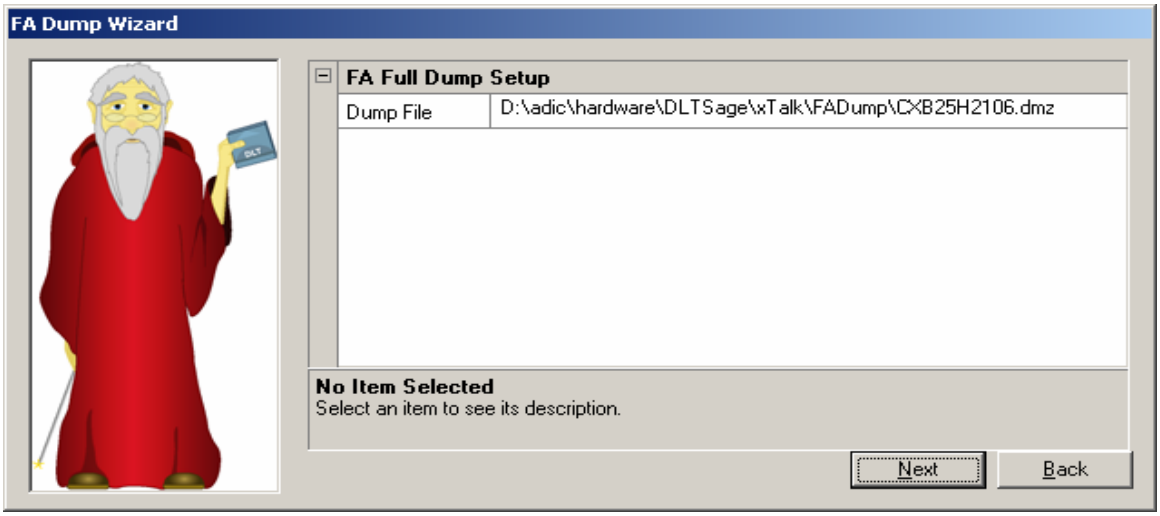


2. Access the wizard: Click The FA Dump Icon

The wizard opens the first dialog, which shows "Welcome to the FA Dump Wizard. It will help you generate a full dump. Click 'Next' when ready."

NOTE: If you have selected a device other than a Super DLTtape drive, xTalk displays this message: "You cannot access this device. It does not appear to be a supported device type." Click OK to return to xTalk without accessing the FA Dump wizard..

2. Click **Next**. The wizard opens the second dialog:

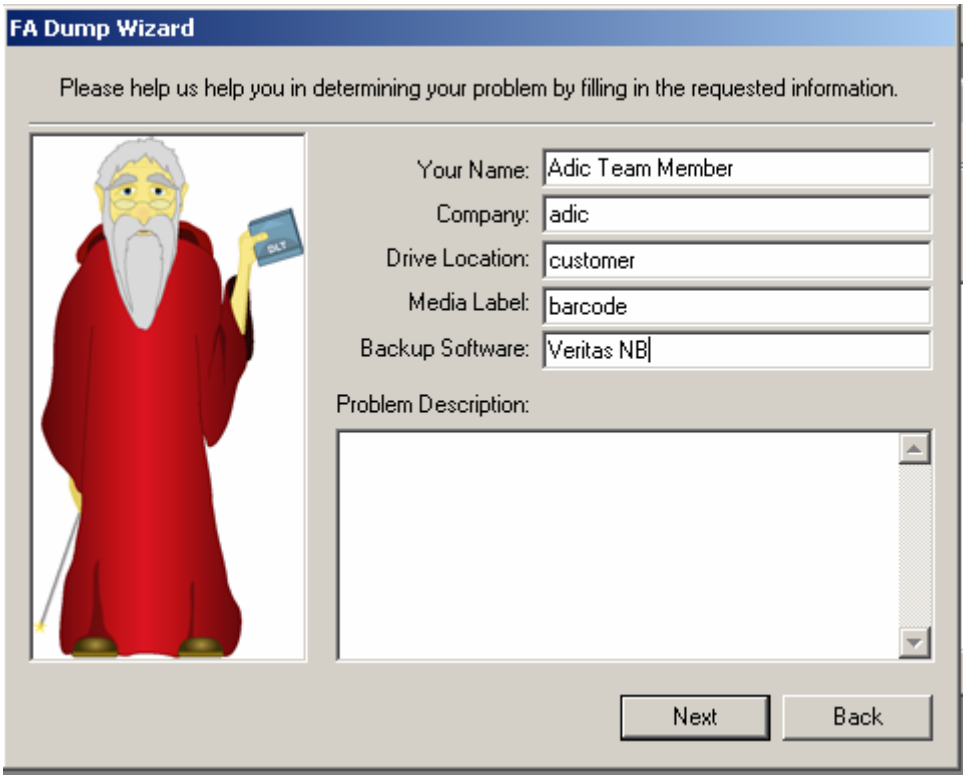


3. Select the dump file you want to put data into.

Note: If the dialog shows no files to select, and if the icon next to FA Full Dump Setup is +, click +. The wizard changes the icon to - and displays a list of dump files.

If you click Dump File (left column) and then click Next, or if you click the file path and name (right column), the wizard displays the Save As dialog.

4. Complete the Save As dialog.



5. Click **Next**.

If the dump file already exists, the wizard displays this message: "Path\filename.dmp already exists. Do you want to replace it?"

6. Click **Yes**. The wizard displays the next dialog:

7. Click **Start**.

If the FA Dump is successful, the wizard lights the green LED - Complete - and displays this message: "The requested dump has successfully completed. Click 'Back' to generate another dump file or 'Cancel' to exit.

If the FA Dump fails, the wizard lights the red LED - Failed - and displays this message: "Dump failed. Click 'Back' to try again. If this continues, verify your SCSI cabling, termination, and firmware version for your product."

8. Send dumps to DriveTech@adic.com (Include SR# and problem description)

With X-Talk you can also email the Dump directly from the utility

Sending an FA Dump

To send an FA Dump file, follow these steps:

1. Select **File > Send FA Dump**.

xTalk displays the Select FA Dump File dialog.

2. Select the FA Dump file you want to send.

3. Click **Open**.

X-Talk displays the New Message dialog. X-Talk attaches the FA Dump file to the email and puts "DLTSage X-Talk FA Dump File" into the email Subject.

4. Send dumps to DriveTech@adic.com (Include SR# and problem description)

5. Complete the New Message dialog and click **Send**.

Pulling log Pages or Analysis Data

Using the iTalk utility from Quantum to capture log pages and Analysis Data via IR communication.

iTalk allows you to obtain the following information about the Super DLTtape drive:

Basic tape drive data statistics

SCSI log page data

Linking to the Super DLTtape Drive

Linking to the Super DLTtape drive establishes IR communications between iTalk and the Super DLTtape drive. To link to the Super DLTtape drive:

1. If your PC does not contain an IR port connect an IR dongle to your PC. Follow the device manufacturers' instructions for installing the IR dongle.
2. Ensure the IR port/dongle is aimed at the IR sensor on the front bezel of the Super DLTtape drive.
3. Start the iTalk utility on the PC
3. Click the **Connect** button, or press **Ctrl+N**, and wait while iTalk connects to the tape drive. If an error occurs while iTalk is connecting to the tape drive, iTalk displays an error message.

To obtain tape drive information:

1. Click **Information**. Or, press **Ctrl**+**I**. The Information Selection dialog box opens.

2. Select the type of information you want:

   Basic

   Log Pages.

3. Click **Start**. Click **Terminate Test** to stop the information gathering.

Basic

If you selected Basic, iTalk queries the Super DLTtape drive for the basic tape drive information described in the following table. iTalk displays this information in the Drive Information Results dialog box. Click **OK** to close the dialog box.

Data	Description
Drive Type	The type of tape drive to which iTalk is communicating.
Production Date	The date the tape drive was manufactured.
Serial Number	The tape drive's serial number.
Power On Hours	The total amount of time the tape drive has been powered on since it was manufactured.
Power Cycles	The number of times the tape drive has been powered off and then back on.
Up Time	The amount of time elapsed since the tape drive was last powered on.
Code Revision	The revision level of the tape drive's firmware.
XEZ Revision	The revision level of the XEZ compression chip.
MAC Revision	The revision level of the MAC chip.
SCSI ID	The tape drive's SCSI ID.
Personality	The personality of the firmware.
Temperature	The current temperature of the tape drive.

Log Pages

If you selected Log Pages, the Information Log Page Selection dialog box opens. Select the log page you want to view and click **Start**. Detailed log page information opens. Click **OK** to close the dialog box.

Note: Valid Log pages can be pulled after the drive has been power cycled.

Log Page	Description
Write Error (02h)	Lists the write errors.
Read Error (03h)	Lists the read errors.
Tape Alert (2Eh)	Shows the results of the tape drive's self diagnosis.
Last n Errors (07h)	Lists the error event log.
Device Status (3Eh)	Shows the current status of the tape drive.

Acquiring Analysis Data

Use Acquire Analysis Data to create a log file that contains information about the tape drive. You can send this file to Quantum Technical support.

> ***Caution*** ***Do not terminate the data acquisition. Doing so may result in the tape drive being unable to communicate. If the data acquisition is terminated as a result of a lost connection, you must reset the tape drive and ensure that it is communicating at 9600 baud.***

To acquire analysis data:

1. Click Analysis Data or Cntrl+L. When the query is complete, the iTalk Email Analysis Results dialog box opens.
2. Type any additional information you want to tell technical support about.
3. Click **Send Data Report** to send the analysis file to DriveTech@adic.com .