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Network Server 500 & 700: CD-ROM Drive Troubleshooting (2/96)

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TOPIC -----

This article provides CD-ROM drive troubleshooting steps for your Network Server 500 or Network Server 700.

DISCUSSION -----

Symptom: CD-ROM drive does not work

Step 1

Use a known-good compact disc.

Step 2

Reseat CD-ROM drive.

Step 3

Move CD-ROM drive to another front drive bay slot.

Step 4

Verify that server is recognizing CD-ROM drive on SCSI bus.

Step 5

Verify that installed SCSI devices and PCI cards are not exceeding maximum power allowance. This may effect operation of installed devices.

Step 6

Run Network Server Diagnostic Utility and follow the instructions provided with the utility to verify core system operations.

Step 7

Verify that CD-ROM drive SCSI cable, SCSI ID cable, and power cable are properly connected.

Step 8

Replace CD-ROM drive.

Step 9

Replace SCSI backplane board.

Step 10

Replace logic board. Retain customer's DIMMs.

Symptom: Volume control does not operate correctly

Step 1

Reseat CD-ROM drive.

Step 2

Move CD-ROM drive to another front drive bay slot.

Step 3

Verify that CD-ROM drive SCSI cable, SCSI ID cable, and power cable are properly connected.

Step 4

Replace CD-ROM drive.

Step 5

Replace SCSI backplane board.

Step 6

Replace logic board. Retain customer's DIMMs.

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