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User manual MAXTOR ST31055N
User guide MAXTOR ST31055N
Operating instructions MAXTOR ST31055N
Instructions for use MAXTOR ST31055N
Instruction manual MAXTOR ST31055N



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HAWK 2XL Family:

ST32151N/W/WC

ST31051N/W/WC

ST32155N/W/WC

ST31055N/W/WC

Installation Guide



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Manual abstract:

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..... *HAWK 2XL Family:*

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ST31051N/W/WC

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Preface This

manual is organized to assist you in the installation and operation of your Seagate Hawk 2XL Family disc drive.

Family models are listed in Hawk 2XL Family Product Information section. It also provides information to aid in obtaining service for the drive. Before attempting any installation, please read through all applicable sections of this document, including all warnings and cautions. Caution. This equipment generates, uses, and can radiate radio frequency energy and if not installed and used in accordance with these instructions, may cause interference to radio communications. "HDA" means head-disc assembly. "PCB" means printed circuit board. Electromagnetic interference (EMI) considerations The drive models described herein, as delivered, are designed for system integration and installation into a suitable enclosure prior to use. As such, the drive models described herein are supplied as subassemblies and are not subject to Subpart J of Part 15 of the FCC Rules and Regulations nor the Radio Interference Regulations of the Canadian Department of Communications. However, the units have been tested using proper shielding and grounding and found to be compliant with the Class A limits of the FCC Rules and the Regulations of the Canadian Department of Communications.

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The

physical design characteristics of the drive models described herein, serve to minimize EMI radiation when installed in an enclosure that provides reasonable shielding. As such, the drive(s) are capable of meeting the Class B limits of the FCC Rules and the Regulations of the Canadian Department of Communications. Note. It is the end users' responsibility to assure that the drive models described herein meet the appropriate EMI requirements of their system. Shielded I/O cables may be required if the enclosure does not provide adequate shielding. If I/O cables are external to the enclosure, shielded cables should be used, with the shields grounded to the enclosure or to the host controller, but not both. The equipment is designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television, which can be determined by turning the equipment on and off, you are encouraged to try one or more of the following corrective measures:

- Reorient the receiving antenna.
- Move the device to one side or the other of the radio or TV.
- Plug the computer into a different AC power outlet so that the receiver and computer are on different branch outlets. That is, circuits controlled by different circuit breakers. If necessary you should consult your dealer or an experienced radio/television technician for additional suggestions. Hawk 2XL Family Installation Guide, Rev. C

C 3 You

may find helpful the following booklet prepared by the FCC: How to Identify and Resolve Radio-Television Interference Problems. This booklet is available from the Superintendent of Documents, US Government Printing Office, Washington, DC 20402. Refer to publication number 004-000-00345-4. Things you may need to install the drive · Adequate power from your computer power supply This drive requires 7.5 watts during typical operation, and 6.

0 watts when at idle (not reading, writing or seeking). If this drive is an "add-on" make sure the computer power supply can supply enough extra power for this drive's needs. · An antistatic wrist strap You will need this to reduce the possibility of damaging your drive by static discharge. · A #2 Phillips screwdriver You will need this screwdriver to open your computer and to insert the drive mounting screws. · A Torx Size TX-08 driver tool If your drive has a front panel and you need to install the drive in a conversion frame kit, this tool will be needed. · A bootable DOS system diskette for the PC You will need this diskette, which should contain the DOS system files and the programs FDISK.EXE and FORMAT.EXE to partition and format your new hard drive. 4 Hawk 2XL Family Installation Guide, Rev. C

· A

SCSI host adapter card for the PC You may need this if your computer does not already have a hard drive, if your present drive does not connect to a SCSI host adapter, or if your present SCSI adapter card cannot address a drive having the capacity the Hawk 2XL has.*

The host adapter card should have instructions with it for installing the card and assist in the installation of hard disc drives that it supports. · A 50-pin SCSI interface cable You will need an interface cable if your computer does not presently contain a SCSI hard drive. If you are adding a second hard drive you must use an interface cable that has two drive connectors, one on the end and one in the middle. See Figure 1. · A Y-shaped drive power cable You may need this if your computer does not have enough power cables to supply power to your new hard drive. See Figure 2. · Mounting screws You will need four 6-32 x 1/4 inch (6.4 mm) nonmetric screws if you mount your drive directly into the drive bay. See Safety Instructions for maximum screw length (see Figure 6). · Drive mounting rails You may need drive rails if your computer's drive bay is not designed for direct mounting.

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* These drive models use the industry standard SCSI interface. Hawk 2XL Family Installation Guide, Rev. C 5

· A frame kit

You will need a frame kit if you wish to mount a 3.5-inch disc drive in a 5.25-inch drive bay.

· Extra configuration jumpers A small plastic bag of two types of configuration jumpers is included in drive package. Figure 1. Two drive I/O cable Figure 2. Y-shaped power cable 6 Hawk 2XL Family Installation Guide, Rev. C Before you begin Verify that the system is switched off but remains connected to the main power before any installation is attempted.

Protect yourself, the drive, and your valuable programs and data by reading the following cautions and warnings. · Do not tamper with sealed top cover. Doing so voids your warranty. The drive contains no user serviceable components. See Product Repair section for more information. · Visually inspect the shipping container for any obvious damage. · Verify all parts listed on shipping bill are received with the equipment. Discrepancies or damage should be reported to the shipping company. · Inspect drive for possible shipping damage. All claims of this type should be filed promptly with the transporter involved.

Save original packing materials to be used when reshipping. Hawk 2XL Family Installation Guide, Rev. C 7

· When transporting or shipping a drive or system, please ensure that they are correctly packed in original Seagate approved (or equivalent) container and shipped via an airride carrier experienced in handling computer equipment. · Do not unpack drive from its static shielded bag until you are ready to install it in the system. · Always handle the drive by the frame or casting. · Do not touch Printed Circuit Board (PCB) or the I/O connector pins. · Never apply pressure to the PCB or to the drive top cover. 8 Hawk 2XL Family Installation Guide, Rev. C

· Safety

instructions 1. The disc drive is to be installed in a customer supplied enclosure where the surrounding air does not exceed 50oC.

Four (4) 6-32 UNC-2A screws are required for installation. Maximum screw length into side of drive is 0.15 inches (9/64 inch) (3.81 mm). Maximum screw length into bottom is 0.

20 in. (3/16 inch) (5.08 mm). Screw tightening torque is 6.0 lb-in (.

675 NM) max with minimum thread engagement of 0.12 in (1/8 inch) (3.00 mm). The power requirements are shown in the Product Information section. The power supply must satisfy the safety requirements for SELV (Safety Extra Low Voltage) circuits. Service is to be provided by trained Seagate service personnel. The incorporation of the disc drives listed in this guide into a customer enclosure must meet the appropriate safety requirements of the country in which it is used (e.g. UL 1950, CAN/CSA-C22.2 No.

950-M89, DIN VDE 0805:1993 and EN60950: 1992 (IEC 950). 2. 3. 4. 5. 6. Note Power must be off when connecting or disconnecting. Hawk 2XL Family Installation Guide, Rev. C 9

Sicherheitsanleitung 1. Däs Gerät ist ein Einbaugerät, vorgesehen für eine maximale Umgebungstemperatur von 50oC.

Zur Befestigung der Drive werden 4 Schrauben benötigt (632 UNC-2A). Die maximale Länge der Schrauben in der unteren Seite des Chassis darf nicht mehr als 0.20 in (5.08 mm) betragen, die in der Seiten 0.15 in (3.

81 mm). Maximale Schraubenanziehung von 6.0 in-lb (.675 NM) mit minimalem Gewindeansperuch .12 in (3.

00 mm). Die Versorgungsspannungen werden in der Sektion Produkt Information gezeigt. Die Versorgungsspannung muss SELV entsprechen. Alle Arbeiten dürfen nur von ausgebildetem Seagate Service-Personal durchgeführt werden. Der Einbau des Drives muss den Anforderungen gemäss DIN VDE 0805:1993 oder EN60950:1992 (IEC 950). Vorsicht Anschluss oder Entfernung oler Geräteverbindung nur bei abgeschalteter Versorgungsspannung vornehmen. 2. 3. 4.

5.

6. 10 Hawk 2XL Family Installation Guide, Rev.e made with jumpers on that connector; "Y" means the signal is available to host through that connector).

Notes]] for Table 1: [1] Use either J6 or J1-Aux, but not both. [2] I/O connector J1 plugs directly into host. No jumper can be installed on J1. The host supplies the logic state of these function signals; causing the selection of these functions. [3] The host can drive a remotely located Drive Activity LED using this signal. [4] Use either J1 or J6, but not both. [5] Jumper plugs can be used on J1-Auxiliary pins 1-2, 3-4, 56 and 7-8 to set drive ID if desired, but usually a connector/ cable is plugged to J1-Auxiliary to run these signals to the host for remote ID selection.

[6] The host selects drive ID through J1. 14 Hawk 2XL Family Installation Guide, Rev. C

· Select

Operating Features If your new drive replaces an existing drive, you must set up the new drive to operate as the old drive did. Check the documentation for your old drive to see how the drive was set to operate. Look at Figure 3d or 3e.

Normally, you should leave off the "Delay Motor Start", "Enable Motor Start," "Write Protect", "Parity Disable" and "Term power to SCSI Bus" jumpers. A jumper on means the feature is enabled, except for "Parity Disable," where a jumper on means that parity checking is disabled. Only "Terminator Enable" and "Term Power from drive" jumper positions should have a jumper on ("N" and "W" models only). Do not remove these two default jumpers or add jumpers to any of the other jumper positions mentioned above unless your computer system documentation indicates otherwise. The factory installed default settings are generally always correct.

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· Drive

model "WC" plugs directly into a bulkhead or PCB mounted connector. Systems using these drives have made provisions for terminators and selecting most options, so only "Write Protect" and "Parity Disable" options (on J2) must be considered for possible setting by a person installing a replacement drive (usually no change is needed). Most systems using "WC" model drives use drives that have unique drive internal control firmware, so "off the distributor shelf" drives probably will not work in these installations.



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Firmware cannot be changed on these drives. If you are upgrading by installing an additional drive, consult the system documentation or system purchase source for help in setting up drive ID, options and getting termination correct. I/O line terminators The SCSI I/O lines must be "terminated" at the drive connected to the end of the cable. If your new drive is a model "N" or "W" and is to be connected at the end of the cable, a jumper plug should be installed on J2 (one of the smaller plugs) at the location shown in Figure 3d where it says "Terminator Enable." On J2, the "Terminator Power" (TP) jumper should be left in the "Term. Power From Drive" position, unless otherwise directed by your computer documentation.

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If your drive is to be connected at the cable connector that is not at the end of the cable (it is a second hard drive for your system), the "Terminator Enable" jumper should not be installed. Remove and store the jumper if there is one on the "Terminator Enable" position. If installing a "WC" model drive see system documentation. "WC" drives have no terminators, nor do they furnish terminator power to the I/O bus. Terminators are in the Host system. Hawk 2XL Family Installation Guide, Rev. C 17 N drives

Drive Front Jumper Plug (enlarged to show detail) J6 LRR Reserved E E D S S A2A1A 0 Pin 1 PCB SCSI ID = 0 SCSI ID = 1 SCSI ID = 2 SCSI ID = 3 SCSI ID = 4 SCSI ID = 5 SCSI ID = 6 SCSI ID = 7 Remote LED 11 Do not remove 12 cover or install any jumpers (default) Drive Activity LED CATH Figure 3a. Model "N" drive ID Select and LED connection 18 W/WC drive J6 Hawk 2XL Family Installation Guide, Rev. C

Pin 1 PCB Reserved A3 A2 A1A0 SCSI ID = 0 SCSI ID = 1 SCSI ID = 2 SCSI ID = 3 SCSI ID = 4 SCSI ID = 5 SCSI ID = 6 SCSI ID = 7 SCSI ID = 8 SCSI ID = 9 SCSI ID = 10 SCSI ID = 11 SCSI ID = 12 SCSI ID = 13 SCSI ID = 14 SCSI ID = 15 Host Alternate Usage Plug: +5V Reserved Pins 11 9 7 5 3 1 8642 (default) Drive Front Jumper Plug (enlarged to show detail) PCB Shipped with cover installed.

Do not install jumpers; retain cover unless 20 pin plug is installed. Optional connections to switching circuits in host equipment to establish drive ID. Ground Drive Activity LED Dashed area is optional host circuitry (external to the drive) connected to host supplied optional usage plug. Do not connect anything to pins 13-20. Figure 3b.

Model "W" and "WC" drive ID select and LED connection Hawk 2XL Family Installation Guide, Rev. C 19 W drives

68 Pin SCSI I/O +5V Connector Ground Pin 1 J1-Auxiliary Pin 1A J1-DC Power Drive HDA Rear 4P J1 SCSI ID = 0 SCSI ID = 1 SCSI ID = 2 SCSI ID = 3 SCSI ID = 4 SCSI ID = 5 SCSI ID = 6 SCSI ID = 7 SCSI ID = 8 SCSI ID = 9 SCSI ID = 10 SCSI ID = 11 SCSI ID = 12 SCSI ID = 13 SCSI ID = 14 SCSI ID = 15 11 9 7 5 3 1 Host Alternate Usage Plug: +5V N.C. 8 6 4 2 3P2P 1P PCB A 3 A 2 A 1A 0 Ground Optional connections to switching circuits in host equipment to establish drive ID. Pins 2, 4, 6, and 8 are driven low for 250 ms after PWR ON and reset to allow jumper selectable SCSI ID.

Dashed area is optional host circuitry (external to the drive) connected to host supplied optional usage plug. Figure 3c. Model "W" drive ID select and LED connection 20 Hawk 2XL Family Installation Guide, Rev. C

N/W drives Drive Front Drive PCB Jumper Plug (enlarged to show detail) J2 Jumper Positions Terminator Enable Delay Motor Start Enable Motor Start Write Protect Parity Disable Term. Power from Drive Term. Power to SCSI Bus Term. Power from SCSI Bus (default) R T D M W P E T T ESEPDSPP (default) Figure 3d. Models "N" and "W" drive configurator, option select Hawk 2XL Family Installation Guide, Rev. C 21

WC drives Drive Front Drive PCB Jumper Plug (enlarged to show detail) J2 R T D M W P E T T ESEPDSPP Jumper Positions Delay Motor Start Enable Motor Start Write Protect Parity Disable * Not used. Figure 3e.

Model "WC" drive configurator, option select 22 Hawk 2XL Family Installation Guide, Rev. C

Mounting the drive Important Precautions: · Make sure your computer is turned off before beginning installation. · Although switched off, your computer must remain plugged into an electrical outlet with an earth ground. This minimizes the possibility of damage from static discharge. · Static electrical charges can accumulate quickly on people, clothing and synthetic materials. The electrostatic fields due to these charges when brought in close proximity to susceptible circuit assemblies and components, can result in degraded reliability or immediate failure of the affected component or assembly. · Always wear a grounded wrist strap. Attach the wrist strap to the metal chassis of your computer. Use the antistatic pad as your work surface, and avoid installation in areas with staticinducing carpets. 1.

Begin by removing the cover of the computer. Follow the instructions in your computer manual. Systems that use "WC" drives probably do not require cover removal, as the drives are mounted in a module that slides into place and plugs in. Hawk 2XL Family Installation Guide, Rev. C 2.

23 Does your system have 5.25-inch drive bays? Your Seagate drive is designed to fit into a 3.5-inch wide drive bay. @@@@Be careful not to bend the pins on the host adapter card connector. @@@@The connector should cover both rows of pins.

@@@Be careful not to over tighten the mounting screws. @@@@If needed, Figure 6 shows the drive mounting dimensions. @@Be sure that the drive is securely mounted within the bay. @@@@Then mount the frame kit in the drive bay. @@@@This cable plugs into J6 on the front of the drive as shown in Figure 3a. "WC" model drives have a line available in the J1-80 pin interface.



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Check system documentation to see if J1 signal is used or if a cable should be attached to J6. 26 50-pin drive Hawk 2XL Family Installation Guide, Rev. C HDA Pin 1 *

* Illustrates "N" model I/O Figure 4a. Fifty-pin I/O connection to drive 68-pin drive HDA Pin 1 Figure 4b.

Sixty-eight pin connection to drive Hawk 2XL Family Installation Guide, Rev. C "N" Model Drive 27 Multiple drive

6 (or last drive) 2 through 6 SCSI devices Pin 1 (check your adapter for Pin 1 location) SCSI ID 1 SCSI ID 7 SCSI ID 0 Host Adapter PCB Figure 4c. SCSID
Multiple drive connection to host adapter 28 W drive "W" Model Drive Hawk 2XL Family Installation Guide, Rev. C

15 (or last drive) 2 through 15 SCSI devices Pin 1 (check your adapter for Pin 1 location) SCSI ID 1 SCSI ID 7 SCSI ID 0 Host Adapter PCB Figure 4d. SCSID
Multiple-drive connection to host adapter Hawk 2XL Family Installation Guide, Rev. C 29 WC drive

Note:
This drive model plugs directly into a backplane connector and therefore uses no cables. Figure 4e. Drive model "WC" with single 80 pin connector 30 6.
Hawk 2XL Family Installation Guide, Rev. C Attach a system power cable to the power connector on each drive as shown in Figure 5.
If your system does not have an extra power cable for the hard drive, you can purchase a Y-shaped power cable, such as the one shown in Figure 2. Review each of the previous steps to verify that you have completed the installation correctly. Replace the cover on your computer. DC Power Connector Pin 1 2 3 4
Power +12V +12V ret + 5V ret + 5V

4321 Power Cable Figure 5. Power connection to drive Hawk 2XL Family Installation Guide, Rev. C [4] C [3] G D F A E L 31

[2] Notes: [1] Mounting holes three on each side, 6-32 UNC. Max screw length into side of drive 0.15 in. (3.81 mm). Screw tightening torque 6.0 in-lb (.675 NM) max with minimum thread engagement of 0.12 in. (3.05 mm). [2] Mounting holes four on bottom, 6-32 UNC. Max screw length into bottom of drive 0.

20 in. (5.08 mm). Screw tightening torque 6.0 in-lb (.675 NM) max with minimum thread engagement of 0.12 in. (3.05 mm). [3] Power and interface connectors can extend past the "A" dimension by 0.

040 in. (1.02 mm). [4] Decorative front panel (optional). [5] Mounting hole locations same for all Hawk 2XL models.

A B C D E F G Inches 5.74 ± .010 4.00 ± .010 1.
00 + .021 .009 2.362 ± .010 .620 ± .020 4.000 ± .010 .250 + .

010 .005 1.750 ± .010 3.750 ± .010 2.370 ± .020 1.00 ± .010 4.
000 ± .010 0.19 ± .010 0.015 max Millimeters 145.

80 ± .25 101.60 ± .25 25.40 + .

53 .22 60.00 ± .25 15.75 ± .50 101.60 ± .25 6.35 + .25 .

12 44.45 ± .25 95.25 ± .25 60.20 ± .50 25.4 ± .25 101.6 ± .

25 4.83 ± .25 0.381 max H K N M P [4] H J K L M N P Figure 6. Mounting configuration dimensions 32 Hawk 2XL Family Installation Guide, Rev.

C
Configuring the computer for your drive The hardware part of your installation should now be complete. Software installation informs your computer operating software about your Seagate disc drive characteristics. You can then divide your drive into partitions called "logical drives." DOS Installation To install your Seagate disc drive in your computer software, your computer operating system should be Microsoft DOS version 4.0 or higher.

Your SCSI adapter card must be able to address greater than two gigabytes. If you already have a hard disc drive on your computer and you are installing a second drive, now is a good time to evaluate the status and quality of your backups. Once you are satisfied with the status of your backups, then proceed.

Caution. Determine which drive is to be partitioned in a two drive system. · Turn your computer on and boot-up from your existing hard drive or from a diskette in drive A, whichever is applicable. Watch the screen for text that tells which key(s) to press to branch into the system setup program. Hit CTL-ALT-DEL to boot-up again if you missed it. Choose to go into setup. Hawk 2XL Family Installation Guide, Rev.

C
· Setup presents a menu. Choose the menu item that asks you to declare the drive type. If the screen says the drive type is "not installed" or something similar, save that and leave setup. If it asks you to enter a drive type, enter "none," "drive not installed," "type 0" or whatever similar response is given as a choice on the menu. · Save and leave this screen. The computer will probably boot up again. If not, hit CTL-ALT-DEL. · At the C> prompt or A> prompt, run the FDISK utility program either from your existing hard drive or from a diskette in drive A. (refer to your DOS user's Reference Manual for more detailed instructions on FDISK procedures). · A menu comes up that gives choices pertaining to installing your new drive and dividing it into partitions.

If the drive you set the jumpers for is Drive ID 0 (no ID jumpers on), the menu will stay at the top, "Current fixed disk drive: 1" · From the menu choose "Create a DOS partition..." · Proceed to set up desired partitions. · If your new drive is jumpered as Drive ID 1, choose "Select next fixed disk drive" on the menu.

FDISK displays the main menu again, but at the top it says "Current fixed disk drive: 2". · The menu displayed gives you the same opportunity as mentioned above to partition your second drive as several logical (simulated) drive volumes. 33 34 Hawk 2XL Family Installation Guide, Rev. C

Caution.

Do not try to change the partitions set up for an existing in-use drive.

If you change any partitions or logical (simulated) drive assignments on your existing drive, you will lose all data stored.



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Always backup the existing drive's data on diskettes, tape, or other media before changing the drive's configuration. The first hard drive (drive jumpered as ID 0) is always called drive C. If you already have a hard drive, FDISK shows it as drive C and shows if it has been divided into a primary DOS partition and an extended partition. The extended partition can be divided into several logical drives. FDISK lists these logical drives as D, E, F, etc. The primary DOS partition has the operating system on it (this is the start up or "Boot-up" partition). From the main menu, choose to set "Active" the DOS partition you want to boot from, which is the primary DOS partition. Many people like to make drive C a few megabytes, devoted almost entirely to the operating system (DOS or other) and little else. They put other programs on other logical drives, grouped in categories that provide a distribution of data and programs across all logical drives that suits their applications.

When satisfied with the set up as instructed in the menus presented, reboot the drive. Hawk 2XL Family Installation Guide, Rev. C 35

Formatting Caution. Do not format the existing drive that contains user data that you don't want to lose, as all user data will be lost when a drive is formatted. When a second drive is installed, the drive letters assigned by DOS to the first drive may change. Be careful not to accidentally format a logical drive with existing data. When you complete drive partitioning, you need to high-level format every new logical drive you have set up. If your new drive is to be the boot-up drive, insert the DOS system diskette in drive A and type at the A/> prompt `FORMAT C: /s/v`. This formats drive C and puts the programs on that are necessary to boot the computer from the C drive, and verifies that the format was performed correctly. For each additional logical drive you have changed or newly set up, type in `FORMAT X: /v` (where "X" is the proper drive letter for the drive to be formatted).

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Note:

Seagate Technology assumes no liability for lost user data. From the C/> prompt, try to switch to each logical drive (C:, D:, E:, etc.) to see if you can get a prompt for each logical drive (C>, D>, E>, etc.).

With each prompt that you select, type `CHKDSK`. This shows if the logical drives are usable for storing data and programs. If the logical drives you set up are not recognized, try the FDISK set up routine and `FORMAT` again. You may have made a small mistake at some point in the installation procedure. Make sure that the total capacity shown for your new drive is equal (or close to) the formatted capacity given in the Product Information table, column B at the end of this guide.

If not, you may need to get a newer SCSI adapter card that allows you to access the complete drive. If the complete DOS operating system software is not on your primary DOS drive (usually C), read it in from diskettes on drive A. Hawk 2XL Family Installation Guide, Rev. C 37

Macintosh installation To configure this drive in a Macintosh system, you must use a third-party hard disc initialization application. Most software vendors and computer stores that carry Macintosh software will have hard disc drivers available for purchase. Follow the instructions provided with the disc initialization application to complete the installation of your Seagate drive. Note. The Apple HD SC Setup utility included with your Macintosh system software only works on drives ordered directly through Apple. **Unix installation** There are several versions of the Unix operating system. Each of these handle hard disc installation in a different manner.

For this for reason, refer to your system's operation manual for information about how to complete the installation of this disc drive. Contact Seagate Technical support services for any additional information needed to install the drive in a Unix system. 38 Hawk 2XL Family Installation Guide, Rev. C

Troubleshooting Before calling Seagate Technical Support, please read and consider the possibilities discussed below. The suggestions presented here will resolve the majority of installation problems. **General installation troubleshooting** · Check system compatibility. This is a SCSI interface device. Check your system documentation to ensure that it supports SCSI interface devices. · Check the drive ID assigned. Model "N" has three drive ID jumper positions on the drive.

See Figure 3a. Models "W" and "WC" have four drive ID jumper positions. See Figures 3b and 3c. · Check the drive operating feature jumpers. See Figure 3b and associated explanations.

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· Check to ensure that drive is receiving power. Insert the drive into your system. Listen carefully for the sound of the drive motor spinning up. There should be the rotational spin up noise, with no interruption, followed by seeking noises and clicks.

If the drive motor does not spin up, check the power supply. If your power supply is functioning properly, but the drive does not spin up, contact the company from which you purchased the drive. If you have added one or more drives to your existing system the power supply may not be able to furnish enough power. Check with your drive purchase source about this. Inadequate power supplies may work for a short period of time under great stress, and then either fail or operate in a severely degraded mode. It may supply enough +5 V for the logic to respond, but not enough current on the +12 V for a spinup. 40 Hawk 2XL

Family Installation Guide, Rev. C

Product repair information Service requirements The special facilities required for the manufacture of these drives generally prohibit repair in the field. If problems occur during installation, please contact your supplier for assistance. Do not attempt to disassemble or repair.

Drives should be sent to the repair depot through the purchase source, if possible. Please observe the following cautions. Caution. · Handle drive with care. Do not drop, or bump hard. · Never remove the cover of these disc drives. Servicing items in the sealed HDA (heads, media, actuator, etc.



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) require special facilities. The drive contains no user purchasable parts or PCBs. · Opening the sealed HDA voids the drive warranty. · Applying a soldering device to the components on the PCB voids the drive warranty. · Do not connect or disconnect cables without first removing power from the drive. · Place drive on a flat, static dissipative surface and handle with extreme care. Always follow all EOS/ESD precautions to avoid damage to the electrical assemblies. Hawk 2XL Family Installation Guide, Rev.

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Product repair and return information Seagate customer service centers are the only facilities authorized to service Seagate drives. Seagate does not sanction any third-party repair facilities. Any unauthorized repair or tampering with the factory-seal voids the warranty. Shipping: When transporting or shipping a drive, a Seagate approved container must be used. Keep your original box.

They are easily identified by the Seagate Approved Package label. Shipping a drive in a non-approved container voids the drive warranty.

@@@ If the drive is no longer under warranty contact purchase source for repair information or refer to numbers listed in section Technical Support Services. 42 Hawk 2XL Family Installation Guide, Rev. C

Technical support services Seagate Technology provides technical support literature and diagnostic utilities to Authorized Distributors. Please contact your dealer for technical support and installation troubleshooting. Product Technical Support is available for all Seagate products by calling the SeaFAX, SeaFONE, SeaTDD or SeaBOARD services. These are toll calls. 1. SeaBOARDTM: the Seagate Technical Support Bulletin Board System (BBS) is available by modem 24 hours a day, 7 days a week.

SeaBOARD provides access to: · Specifications and configurations for all Seagate products · Reprints of Seagate documentation · A directory of information and useful utilities that can be downloaded to your computer To access SeaBoard: · Set your communications software to eight data bits, no parity, and one stop bit (8-N-1). · Dial the nearest SeaBOARD number from the following list: Hawk 2XL Family Installation Guide, Rev. C BBS location Australia England France Germany Korea Singapore USA Thailand 2. Modem number 61-2-756-2359 44-62-847-8011 33-1-40-67-1034 49-89-140-9331 82-2-556-7294 65-292-6973 408-438-8771 662-531-8111 Maximum baud rate 9600 9600 9600 9600 9600 9600 9600 9600 43

CompuServe: Online technical support for Seagate Products is available on CompuServe. Type "Go Seagate" to access our technical support forum.

SeaFAXTM: You can use a touch-tone telephone to access Seagate's automated FAX system and receive technical support information by return FAX. This service is available 24 hours daily. To reach SeaFAX dial: PHONE 408/438-2620 (USA) PHONE 44-62-847-7080 (England) 3. 4. Seagate Technical Support FAX: You can FAX specific questions or comments to Seagate technical support specialists 24 hours daily.

Responses are FAXed between 8:00 a.m. and 5:00 p.m. (Pacific time), Monday through Friday.

To reach Seagate Technical Support Fax dial: FAX 408/438-8137 44 5. _____ SeaFONETM: Technical support specialists are available to answer questions by telephone from 8:00 a.m. to 5:00 p.m.

(Pacific time), Monday through Friday. The SeaFONE enhanced phone system also provides recorded technical information on selected Seagate products whenever callers are placed on hold. This recorded information is accessible 24 hours daily. To reach SeaFONE dial: PHONE 408/438-8222 6. Hawk 2XL Family Installation Guide, Rev. C SeaTDDTM: Using a Telecommunications Device for the Deaf (TDD), you can send questions or comments 24 hours a day, and communicate with a Seagate technical support specialist between 8:00 a.m. and 5:00 p.m. (Pacific time), Monday through Friday.

To reach SeaTDD dial: TDD 408/438-5382 Hawk 2XL Family Installation Guide, Rev. C 45

Hawk 2XL Family product information Characteristics of the various drives covered by this manual are listed in the following table. Legend for table column meanings: A = capacity, unformatted Gigabytes B = capacity, formatted Gigabytes [1] C = number of cylinders, user accessible D = number of heads E = + 5 V typical current [2], Amps F = +12 V typical current [2], Amps G = spindle speed r/min +0.5% tolerance Model A[3] B C[3] D E F ST32151N 2.54 2.148 4176 8 0.65 0.40 ST32151W 2.54 2.148 4176 8 0.65 0.40 ST32151WC 2.54 2.148 4176 8 0.65 0.40 ST31051N 1.26 1.060 4176 4 0.65 0.40 ST31051W 1.26 1.060 4176 4 0.65 0.40 ST31051WC 1.26 1.060 4176 4 0.65 0.40 ST32155N 2.54 2.148 4176 8 0.65 0.40 ST32155W 2.54 2.148 4176 8 0.65 0.40 ST32155WC 2.54 2.148 4176 8 0.65 0.40 ST31055N 1.26 1.060 4176 4 0.65 0.40 ST31055W 1.26 1.060 4176 4 0.65 0.40 ST31055WC 1.26 1.060 4176 4 0.65 0.40 G 5411 5411 5411 5411 5411 5411 5411 5411 5411 5411 5411 5411 46 Hawk 2XL Family Installation Guide, Rev. C

Notes.

[1] Standard units are factory formatted with 512 data bytes per sector with 10 spare sectors per cylinder for ST32151/ST32155, 5 spare sectors per cylinder for ST31051/ST31055 and 2 cylinders at inner tracks reserved for spares in addition to capacity listed. All spare sectors are on one track. [2] Measured with an average reading DC ammeter. Instantaneous +12 V current peaks will exceed these values. [3] Preliminary values. Seagate Technology, Inc. 920 Disc Drive, Scotts Valley, CA.

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