



SCSI Bus Best Practices and How to Troubleshoot SCSI Bus Issues

Best Practices:

Starting with the server and RAID powered down:

1. Connect the SCSI cables and terminators to the correct ports
 - a. It is best Not to Daisy Chain devices.
 - b. If you must Daisy Chain, avoid mixing device types (ex: RAID's, Tapes, 320mb or 160mb devices)
2. Power on the RAID system and wait for it to completely boot. For Triton RAID's the front LCD panel will show the name of the RAID (ex: SR-TRITON16SA) and the IP address when the RAID has finished booting.
3. Once the RAID has finished booting, then power on the server/host.
4. Watch your servers boot process for any signs of SCSI errors.
5. Connect to the RAID Web GUI and verify the SCSI sync rate is the maximum for your HBA (ex: 320mb). See Troubleshooting SCSI Bus Issues for steps on determining current SCSI speed.
6. If you do not see all devices expected continue to Troubleshooting SCSI Bus Issues

Troubleshooting SCSI Bus Issues:

1. Verify current SCSI Bus Speed in Triton Web GUI by clicking on the "Volume Set #" link within the Raid Set Hierarchy.
 - a. At the bottom of the page you should see the current SCSI speed at 320mb if using a 320mb HBA
 - b. If the speed is 160 and you are connected to a 160 SCSI port, then that is normal.
 - c. However if you have a 320 HBA and you see 160mb or Async then you have an unstable SCSI Bus.
2. Power down the RAID and firmly reseal all SCSI cables and Terminators.
3. Power on RAID system and let it boot until SR-TRITONXXX is displayed on the LCD Panel along with the IP Address.
4. Log onto the Web GUI and make sure the Volume Sets are normal.
5. Boot your server watch for any errors during boot. Look to see if the SCSI card detects and Triton Volumes.
6. After the server has booted, Click on the Volume Set # link on the Web GUI and verify the speed is 320mb or whatever your HBA max speed is.
7. Also look in the Event Log of the RAID System for any errors. (ex: SCSI Bus Resets)
8. If there are any problems then power down the server and RAID and start the process of elimination by choosing one of the following.
 - a. Change the terminator
 - b. Change the cable
 - c. Change the SCSI host port on the server.
 - d. Change the SCSI port on the RAID System under Modify Volume Set
9. Go to Step 3 and repeat the process until you have a stable SCSI bus.

For further help call 800-550-3005 option 2 or email support@partnersdata.com