

HORIZON KEL rcoleman1253j (Version 2)

Type: Information
Status: Authorised
Title: 'The device, \Device\ScsiPort? did not respond within the timeout period.'
Raised: by Richard Coleman on 09/11/1999
Last updated: by Aprime on 29/06/2006
Release: BI3
System product: Counter
Keywords: scsi, port, disc, disk scsiport"
Status: Authorised
Visibility: Medium
Peak: PC32983
Tfs: 9911090001

Symptoms

Events seen on a counter:

Sub_source=atapi
Sub_origin=15
Event text:
'The device, \Device\ScsiPort? did not respond within the timeout period.'
and/or
'The device, \Device\ScsiPort1, is not ready for access yet.'

and/or

Sub_source=Disk
Sub_Origin=11
Event Text:
'The driver detected a controller error on \Device\Harddisk<N>\Partition<X>'
(where <N> is 0 or 1 corresponding to the ScsiPort event and as described below and <X> is the partition of the drive

Problem

NT has detected a fault on a disc drive or IDE controller.
ScsiPort0 = Primary IDE controller = Main hard disc (Harddisk0)
ScsiPort1 = Secondard IDE controller = Mirror disc for SCOs (Harddisk1)(including mobiles)

Solution - Helpdesk

First check for other events which may have lead to this error, such as bad block or corrupt storage unit events. If such events exist follow the appropriate KELs for those.

To test if the error is simply a result of processor delay due to intensive processing by the counter at the time of the event, reboot counter.
If the error recurs this is indication of a more serious fault either with the computers motherboard or the affected drive.
Therefore, if the message reappears then send an engineer to replace the part at fault.

For a B-base or C-base unit, the base unit should be swapped out. The engineer should contact SMC for setting of the KMS (gateway) or clearance of LAN (slave). SMC should check events to ensure there are no messagestore corruptions and copies should be deleted from all counters if these exist.

For a SCO the counter should be synchronised before the engineer begins the swapout and the PM should be requested to print a balance or office snapshot before and after the work is carried out, to ensure that transactions are not lost.
On a SCO.
If the problem is only ScsiPort0, the existing mirrordisk should be used in a new base unit.
If the problem is only ScsiPort1, a new mirrordisk in the old baseunit should be tried first. If the problem is not resolved then the old mirrordisk should be put in a new base unit and this tried.
If problems exist for both ScsiPort0 and ScsiPort1, swap the whole unit.

BEFORE the base unit is replaced (at a SCO) the engineer MUST contact the SMC to synchronize the messagestores.
See KEL PCarroll919Z for further details.

Evidence

For the engineer calls, be careful to check for SCOs whether or not the site is a mobile. If so the call MUST include the storage address of the mobile where the engineer will need to attend.
Access times for the appropriate location required.