Technical Information Document

Document Title:	Failed HARD DISK MAXTOR 10K5 and/or 15K2 in a RAID configuration
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Product Class:	Servers
Product and Version:	ATLAS10K5, ATLAS15K2, MAXTOR 10KV, MAXTOR 15KII

Symptoms / Facts

On LSI card or Adaptec HostRaid controller with MAXTOR ATLAS10K5 or MAXTOR ATLAS15KII:
- Unable to rebuild an array
- Timeout error
- Lost HDD during rebuild

Cause

There is a bad value in the seek table.
The Firmware does not check seek completion status. For some servo errors, the seek timing data is not valid.
Using "stale" data when these errors occur can result in table corruption.
This error has been seen with FW JNZU.

Solutions / Fixes

The FW must be updated with version JS03.
This Firmware checks seek table values before use: if invalid data is detected, it is discarded.
The firmware then interpolates a replacement value from the two adjacent table entries
This repairs the "bad" value in drives in the field.

You must use the BOOT_CD (Release 1.0.4 or more) to flash the FW. The BOOT CD is able to flash the FW through the LSI or Adaptec controller. The DATA on the disk will not be lost. The RAID configuration will not be lost.
On the root of the CD,
- Type "HDD" then press ENTER
- Type "MAXTOR 10KV" or "MAXTOR 15KII" then press ENTER … and wait the END of flash.

Document owner:	COE Servers
Applies to:	ATLAS10K5, ATLAS15K2, MAXTOR 10KV, MAXTOR 15KII, with FW JNZU