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Hard Disk 20: Failure To Launch Application Or Format

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Security: Everyone

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PROBLEM DESCRIPTION: Hard Disk 20 will not initialize media, or applications fail when launched. Also, sometimes application files will not transfer successfully to the Hard Disk 20.

BEFORE YOU START: Familiarize yourself with the Hard Disk 20 Owner's Manual and Hard Disk 20 Technical Procedures.

CAUSE: Hard Disk 20 controller board might contain a HAL instead of a PAL chip.

CURE: Check the serial number of the Hard Disk 20. If the serial number is F619xxx or higher, and the controller board contains a HAL chip at board location C3 (PAL is 16R6 is silk screened next to the chip), remove and replace the Controller Board using a service spare. Reconnect and power-up the Hard Disk 20. Try to initialize the drive. If initialization fails, refer to the Hard Disk 20 Technical Procedures for more troubleshooting information.

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