

SUPPORT BULLETIN

SCZ-4 tape and SCZ-5 multifunction controllers, SKT and SKM subsystems

#25

1/21/92

Status: Action required
Subject: Integration requirements for Exabyte 8500 tape drives
ECO#: N/A
Assemblies: 500-479-00 (SCZ-4) and 500-495-00 (SCZ-5)
Revisions: See content
S/Ns: N/A

Situation:

Exabyte 8500 tape drives connected to the SCZ-4 or SCZ-5 must have **FE code 85C-0415** and **EE code 85E-0082** installed in order to function properly. This is the *only* configuration supported at this time. The FE and EE code numbers can be found on the ID sticker on the top of the 8500 tape drive (not on the enclosure). If 8500s allocated from sources other than Zetaco are integrated with the SCZ-4 or SCZ-5, they *must* be prepared by the integrator or ordered from Exabyte such that these requirements are met.

All 8500s prepared and shipped by Zetaco will be configured properly. We encourage you to purchase your 8500s from Zetaco in order to insure proper configuration and reliable integration.

Standard 8500s do not come configured this way from Exabyte and are *not* supported.

System Impact:

The following failures have occurred during testing outside of the configuration requirements by Zetaco. These failures may manifest themselves in a variety of ways under the operating system:

1. MLTT_FUNC test 18 fails in 8200 format.
FE code 85C-03U1, sense key = 5
FE code 85C-0207, sense key = 2

2. MVSYSYSTEMX fails in 8200 format with a *Command to unit failed, controller to unit interface fault* (seen with FE code 85C-0207 and 85C-03U1).
3. Loading from a labeled tape fails under the operating system in 8200 format.
4. Ending memory address errors occur under Zetaco Reliability.

The following controller revisions will support the Exabyte 8500:

SCZ-4 assembly 500-479-00 B or higher with Software Support Package tape 400-484-00, at the compatible revision, G or higher.

SCZ-5 assembly 500-495-00 D or higher with Software Support Package tape 400-497-00, at the compatible revision, G or higher.

Action Required:

Insure that the configuration requirements are met.