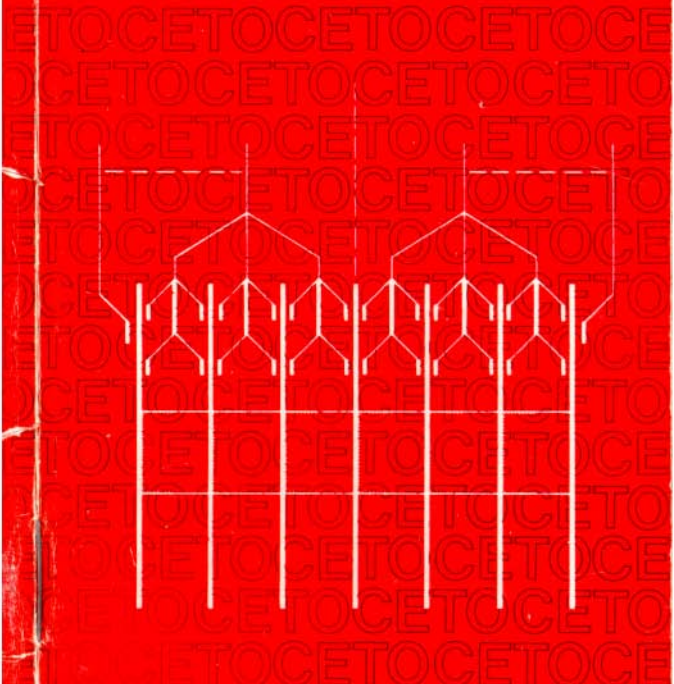


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3370HDA 3370HDA

Reference Guide Failure Isolation Reference Guide

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3370

HDA

6 DATA SURFACES.

1 SERVO " . PER ACTUATOR

12 R/W. HEADS

1 SERVO HEAD PER ACTUATOR

750 DATA CYLINDERS

2 CE CYLINDERS

2 SURF. ANAL. CYLIND.

12 TRACKS/CYLINDER

744 PRIM. BLOCKS/CYLIND.

24 ALT. BLOCKS/CYLIND.

64 BLOCKS / TRACK

4 SECTORS / BLOCK

17056. (744 x 24) ALT. BLOCKS.

IBM internal use only



Arm 1

$$\begin{aligned} \text{DATA BLOCKS } 000-243 &= 244 * \\ \text{EN 12 ALTERN.} &= \frac{12}{256} \end{aligned}$$

ARM 2

$$\begin{aligned} \text{DATA BLOCKS ONLY VAN} \\ 244-499 &= \underline{\underline{256}} * \end{aligned}$$

ARM 3

$$\begin{aligned} \text{DATA BLOCKS } 500-743 &= 244 * \\ \text{EN 12 ALTERN.} &= \frac{12}{256} \end{aligned}$$

* DUS 744 DATA BLOCKS / 10YL

Please forward all comments and suggestions to:

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This Reference Guide intends to provide the CE with comprehensive information on Tools and Procedures available for HDA Failure Isolation.

The Guide has been prepared by experienced Specialists from European Field Support, CETO and PE Mainz and reflects the current level of knowledge.

August, 1981

Head and Disk Assembly

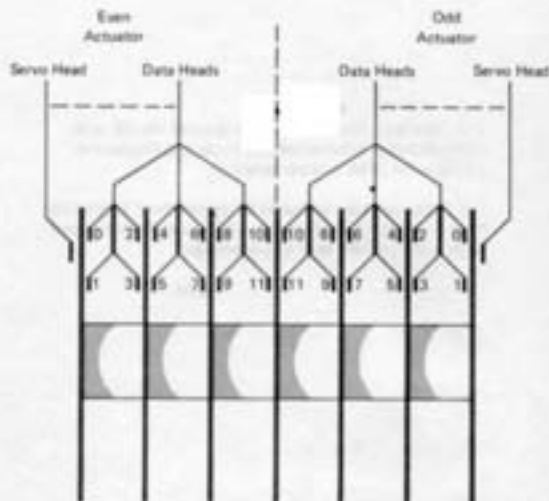


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31.0	- Fault Symptom Code - Quick Fix List

750 DATA CYLINDERS
 12 TRACKS/CYLINDER
 744 BLOCKS/CYLINDER
 24 ALTERNATE BLOCKS/CYLINDER
 BLOCK NOS = 0 → 557,999
 PER ACTUATOR
 ± 18000 ALTERNATE BLOCKS
 AVAILABLE

List of Tools

1. Msg's and Codes

Operator Console Messages

DOS/VSE Messages GC33-5379 or
VSE/AF Messages SC33-6098
IBM VM Facility/370 System, Msg's GC20-1808

A brief description of the message format is in
Ref.: 3370 MIM "MSG" section.

2. Erep 1

Customer is responsible to run and keep EREP updated,
CE is responsible for analysing EREP-Data.

For error record description use 3370 MIM "MSG" section.
For run procedures refer to "Environmental Recording Edition
and Printing Program".
Ref.: GC28-0772

3. Utilities

Customer is responsible to run and keep the utilities
updated.

DSF ANALYZE Command tests drive functions,
scans all ID's and customer data for readability.
Runs online and standalone.
See running procedures. (Page 16.0)
Minimum level Standalone Ref. 3.0
Online Ref. 2.0
Ref.: 3370 MIM "PRDG" section
SRL GC36-0033

API Equivalent to DSF for DOS/VSE Ref. 1
Runs online. See running procedures. (Page 15.0)
Ref.: GC26-3855
Prefer DSF stand alone

ALTBK Flags a defective block, assigns alternate and
rewrites customer data in the alternate block.
Rewrites ID's if unconditional option used. 15.0
Runs only online. See running procedures. (Page 15.0)
Ref.: SRL SC33-6100 (VSE/AF)
GC33-5381 (VSE)

If ID is defective, perform the move ID (Ref MIM OPER 38).

INTDK Writes Volume ID and VTDC
Option (IQ) erases all customer data
(and formats 512 byte data fields)
Use always IQ option on new machines or new
HDA.
Runs online and standalone.

Ref.: SRL SC33-6100 VSE/AF
GC33-5381 DOS/VSE
GC20-1806 V/M

SURFANAL Reclaims all blocks, analyses the surface (ID and
data fields), flags defective blocks and assigns
alternates. Factory flagged blocks not affected.
- Should only be used to repair a HDA and not to
verify a HDA after replacement or installation
- Customer data overwritten
- Must be followed by INTDK
- Run time varies, minimum 35 minutes
- Runs standalone, or under control of VM.
See running procedures. (Page 16.0)
Minimum level: Ref. 2.2

Ref.: SRL SC33-6100 VSE/AF
GC33-5381 DOS/VSE
GC20-1806 VM plus TNL

FASTCOPY Dumps all data from logical volume to alternative
storage media.
Should run prior to SURFANAL in order to
save disk content
Runs online and standalone.
Ref.: SRL SC33-6100 VSE/AF
(standalone)
GC33-5381 DOS/VSE
(online and standalone)
SC33-6082 5746-AM4
(online fastcopy licensed progr.
VSE/AF Ref. 2&3)

BACKUP Dumps volumes containing system and private
libraries from disk to tape.
Runs only online.
Ref.: SRL SC33-6100 VSE/AF (Ref. 1)
GC33-5381 DOS/VSE
(Ref. 2 & 3)

RESTORE Restores volumes dumped using BACKUP.
Runs online and standalone.
Ref.: SRL GC33-6100 VSE/AF (Ref. 1)
GC33-5381 DOS/VSE
(Ref. 2 & 3)

FOR VM/370 USER

FORMAT/ALLOCATE Formats labels and allocates space on a volume.
Ref.: SRL GC20-1801 VM/370
SC19-6201 VM/5P

DDR Dump/Restore data between disk and tape
Ref.: SRL GC20-1801 VM/370
SC19-1601 VM/5P

4. CE AIDS

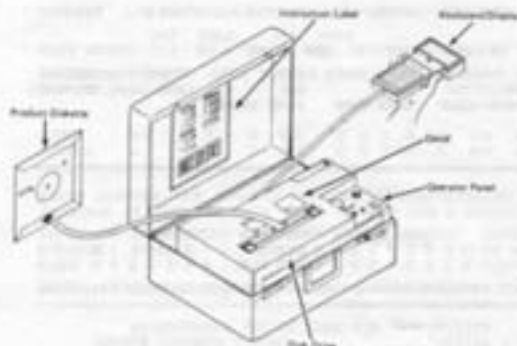
DUMPCEYL 4331 FBA/FTA only.
Collects error information stored on CE cylinder under 23XX/33XX emulation.
Run before DSF or drive testing with MD.
Ref.: 4331 MI "APP" section, Vol. 23-6300
Runs only online.
Friend provides alternatives.

E-FRIEND Predefined CCW chains to analyse HDA
- \$\$\$11 scans all ID's and data blocks for readability. (sample page 21.0)
- \$\$\$1V writes F1 to F8 in all data blocks without verification. (sample page 21.0)
(Overwrites customer data)

See also E-FRIEND ROUTINES
pages 12.0 - 21.0
Runs only standalone.
Ref.: 43XX Vol. 17, "FRIEND" section.

QUICK HDA ANALYSIS

Using the Maintenance Device



The MDC is used during fault symptom code analysis of certain error types. During the fault symptom code analysis MAP, the MD asks the CE to enter an MDC. The MAP uses the MDC to further analyze the failure. (See MIM - MSG 34)

Quick Data Check Analysis Using the FSC and MDC Codes

It is possible to evaluate the Fault Symptom Code and Maintenance Device Code and determine whether to replace the HDA, or assign an alternate block. Find your FSC in the left column in the chart below, then evaluate bits within the MDC code column, top to bottom until a match is found (X means don't care). If no match is found, continue analyzing with the MD Option 3.

HDA Failure – Replace the HDA

FSC		MDC TYPE = R/W			
		XXXX	XXXX	0010	XXXX
1AXX	A	XXXX	XXXX	0100	XXXX
	or N	XXXX	XXXX	XXXX	0010
1BXX	D	XXXX	XXXX	XXXX	0100

Single Block Failure – Assign an Alternate Block

FSC		MDC TYPE = DC/DCE			
494X	A	XXX0	X010	XXXX	XXXX
	or N	XXX0	X011	XXXX	XXXX
5XXX	D	XXX0	XXXX	X010	XXXX
		XXX0	XXXX	X011	XXXX
		XXX0	XXXX	XXXX	XX10
		XXX0	XXXX	XXXX	XX11

Single Head Failure – Determine Number of Failing Blocks

FSC		MDC TYPE = DC/DCE			
494X	A	XXX0	X100	XXXX	XXXX
	or N	XXX0	X110	XXXX	XXXX
5XXX	D	XXX0	XXXX	X100	XXXX
		XXX0	XXXX	X110	XXXX
		XXX0	XXXX	XXXX	X100
		XXX0	XXXX	XXXX	X110

Determine the number of failing blocks by checking the number of different FSC entries in the EREP Summary report. And count of MDC samples.

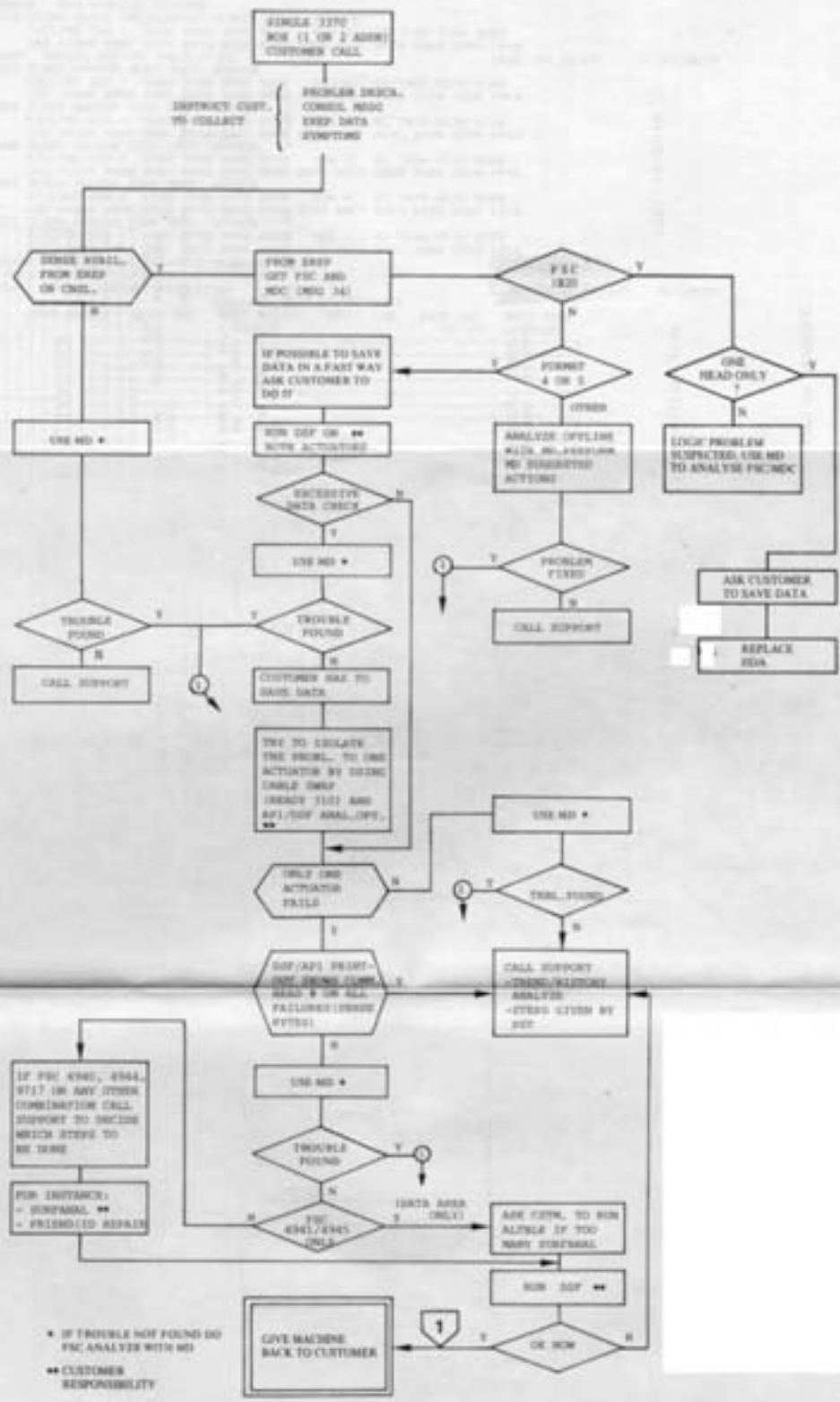
- If less than 10 blocks fail, the disk surface may have received a small radial scratch. Have the customer try to assign alternate blocks to the failing blocks.

EQUIPMENT CHECK (HDA) FSC/MDC →		XXHH WHERE H = 2/4	011X SINGLE ARM MODULE	012X INCORRECT ARM SELECT	01HX H ≠ 1/2 RANDOM	10XX SINGLE DRIVE	H0XX H = 2/3 MULTI DRIVES
191A OR 191E	SEEK VERIFICATION CHECK UNRESOLVED ID MISCOMPARE	NOT APPLICABLE	BAD ID RE-WRITE WITH FRIEND OR SURFANAL IF UNCESSFUL REPLACE HDA	REPLACE HDA	DRIVE CARDS C2 F2 HDA CABLES	REPLACE HDA	CTLR H2 CARD DEV. I CABLES M4 TERMINATOR
1B20	A WRITE OVERRUN OCCURED.	REPLACE HDA NOTIFY FIELD SUPPORT	N/A	N/A	N/A	N/A	N/A
1AXX 1BXX	R/W CHECK R/W CHECK	REPLACE HDA	N/A	N/A	N/A	N/A	N/A

KEY: φ = MUST BE ZERO; H = ANY POSITION WITH VALUE EQUAL TO H; X = DON'T CARE VALUE

DATA CHECK	09HH WHERE H = 2/3 ONE BLOCK	09HH H = 4 R/W HEAD	09HH H = 6 ARM/SEL PROBLEM	0000 SINGLE DRIVE FAILING	3XXX MULTIPLE DRIVES FAILING	1XXX BOTH ACTUATORS FAILING	
FSC/MDC → ↓ 4944	IO FIELD NO SYNC BYTE FOUND	FRIEND- ASSIGN ALTERNATE BLOCK OR SURFANAL	OPEN R/W HEAD	BAD ARM	MISSING R/W DATA SIGNALS	MISSING R/W DATA SIGNALS TO CONTROLLER OR SERDES	MISSING R/W DATA SIGNALS TO DRIVE OR CONTROLLER
AND							
4945	DATA FIELD NO SYNC BYTE FOUND		REPLACE HDA	REPLACE HDA	CHECK HDA CABLES		
4940	IO FIELD DATA CHECK	FRIEND- ASSIGN ALTERNATE BLOCK OR SURFANAL	SURFANAL OR FRIEND	REPLACE HDA	SWAP HDA CABLES AND SCAN	LOGIC CARD PROBLEM CONTROLLER	LOGIC CARD PROBLEM (DRIVE)
OR 4944	IO FIELD NO SYNC BYTE FOUND						
4941	DATA FIELD ECC UNCORRECTABLE	HAVE CUSTOMER USE ALT BLK TO ASSIGN AN ALTERNATE?	IF INCIDENTS 2 TO 10 USE ALT BLK		SWAP HDA CABLES AND SCAN TO DETERMINE IF HDA OR LOGIC CARDS		
4945	DATA FIELD NO SYNC BYTE FOUND					LOGIC CARD PROBLEM CONTROLLER	LOGIC CARD PROBLEM (DRIVE)
4949	DATA FIELD ECC UNCORRECTABLE DURING CHECK DATA	_____	IF > 10 USE SURFANAL	REPLACE HDA			
494D	DATA FIELD NO SYNC BYTE FOUND DURING CHECK DATA	MDC MODIFIES ARE DECIMAL PHYSICAL LOCATION: CCC - HH - BB CCC - CYLINDER HH - HEAD BB - SECTOR					
5XXX	DATA FIELD ECC CORRECTABLE	TAKE NO ACTION	TAKE NO ACTION	TAKE NO ACTION	CHECK GROUNDS	CHECK DC VOLTAGES	CHECK DC VOLTAGES

KEY: 0 - MUST BE ZERO, H - ANY POSITION WITH VALUE EQUAL TO H, X - DON'T CARE VALUE



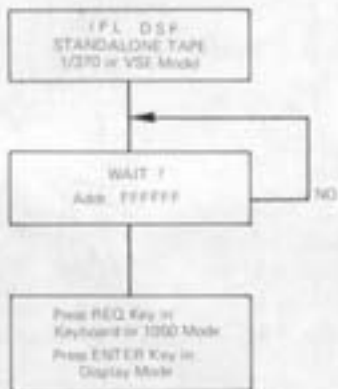
Apply with attention 9876

- IF TROUBLE NOT FOUND DO PFC ANALYZE WITH NO
- CUSTOMER RESPONSIBILITY

RUNNING PROCEDURES

DEVICE SUPPORT FACILITY (D S F)

Operating Procedure to analyze a volume.
see also GC35-0033



1. Example: No Error

```

ICX005 DEFINE INPUT DEVICE. REPLY '0000,CON' OR 'CONSOLE'
ENTER INPUT/COMMAND-CONSOLE
CONSOLE
ICX006 DEFINE OUTPUT DEVICE. REPLY '0000,CON' OR 'CONSOLE'
ENTER INPUT/COMMAND-CONSOLE
CONSOLE
ICX015E SUPPLY TODAY'S DATE. REPLY 'MM/DD/YY'
ENTER INPUT/COMMAND-04/26/91
04/26/91
ICX016E SUPPLY TIME OF DAY. REPLY 'HH:MM:SS'
ENTER INPUT/COMMAND-14:30:00
14:30:00
ENTER INPUT/COMMAND-ANALYZE UNIT(340) DEVTYPE(3370) JEAN
ICR02F DEVICE SUPPORT FACILITIES 3.0
ANALYZE UNIT(340) DEVTYPE(3370) JEAN
ICR014001 340 ANALYZE STARTED
ICX4001 340 ANALYZE STARTED
ICX01401 340 NO DRIVE PROBLEMS FOUND
ICX4071 340 NO DRIVE PROBLEMS FOUND
ICX014001 340 DATA VERIFICATION TEST STARTED
ICX4001 340 DATA VERIFICATION TEST STARTED
ICX015001 340 ALL DATA "MACHINE READABLE" WITHOUT ERRORS
ICR2001 340 ALL DATA "MACHINE READABLE" WITHOUT ERRORS
ICR014001 340 ANALYZE END
ICX4061 340 ANALYZE END

```

TIME: 14:30:00

2. Example: Data Check

```

ANALYZE UNIT(340) DEVTYPE(3370) JEAN
ICR014001 340 ANALYZE STARTED
ICX4001 340 ANALYZE STARTED
ICX014071 340 NO DRIVE PROBLEMS FOUND
ICX4071 340 NO DRIVE PROBLEMS FOUND
ICX014001 340 DATA VERIFICATION TEST STARTED
ICX4001 340 DATA VERIFICATION TEST STARTED
DATAVER PERMANENT ERROR ADDR = 0000 2A01
ICR02F DEVICE SUPPORT FACILITIES 2.0 TIME: 12:30:00 04/26/91
FALLING CDW = 4203 7F00 3600 0206 CDW = 03 7A00 0E00 0000
DSE =0001 0000 0020 3441 0A00 00FF 0000 2A01 0020 0000 2A01 4541
DATAVER TEST
FALLING CDW = 4003 7F00 3600 0206 CDW = 03 7A00 0E00 0000
DSE =0001 0000 0020 0000 0A00 0000 0000 2A01 0001 0000 0020 0000
ICR014011 340 SUSPECTED DRIVE PROBLEM
ICX4011 340 SUSPECTED DRIVE PROBLEM
ICR02F DEVICE SUPPORT FACILITIES 2.0 TIME: 12:30:00 04/26/91
MOVABLE HEAD ERROR TABLE
HEAD NUMBER DATA CHK JEEK VERIFY WRITE CHK DATA CHK DATA COMP
CHECK CE CHL ERROR
00 -----
01 -----
02 -----
03 -----
04 -----
05 -----
06 -----
07 -----
08 -----
09 -----
10 -----
11 -----
12 -----

```

3. Example: Seek Check

```

ENTER INPUT/COMMAND ANALYZE UNIT(144) DEVTYP(3378) SCAM
ANALYZE UNIT(144) DEVTYP(3378) SCAM
ICR34001 340 ANALYZE STARTED
ICR4001 340 ANALYZE STARTED
FIXED BLOCK WRITE PRESELECTED BLOCKS TEST : SUMMARY
FAILING CCM * 4100 4400 0000 0000 CCM * 03 7000 0E40 0200
I/O *1000 0002 0001 001A 0000 0000 0000 00FF 0000 0000 2000 191A
ICR000F SERVICE SUPPORT FACILITY(2) 2..0
FIXED BLOCK RANDOM SEEK TEST : SUMMARY
FAILING CCM * 4203 7F00 3000 0200 CCM * 03 7000 0E40 0200
I/O *1000 0000 0001 001A 0000 0000 0000 00FF 0000 0000 7000 191A
FIXED BLOCK RANDOM SEEK TEST : SUMMARY
FAILING CCM * 4203 7F00 3000 0200 CCM * 03 7010 0E40 0200
I/O *1000 0000 0001 001A 0000 0000 0000 00FF 0000 0000 2200 191A
FIXED BLOCK RANDOM SEEK TEST : SUMMARY
FAILING CCM * 4203 7F00 3000 0200 CCM * 03 7000 0E40 0200
I/O *1000 0000 0001 001A 0000 0000 0000 00FF 0000 0000 8000 191A
FIXED BLOCK RANDOM SEEK TEST : SUMMARY
FAILING CCM * 4203 7F00 3000 0200 CCM * 03 7010 0E40 0200
I/O *1000 0000 0001 001A 0000 0000 0000 00FF 0000 0000 2C00 191A
FIXED BLOCK RANDOM SEEK TEST : SUMMARY
FAILING CCM * 4203 7F00 3000 0200 CCM * 03 7000 0E40 0200
I/O *1000 0000 0001 001A 0000 0000 0000 00FF 0000 0000 0200 191A
ICR31401 340 SUSPECTED DRIVE PROBLEM
ICR4011 340 SUSPECTED DRIVE PROBLEM
ICR000F SERVICE SUPPORT FACILITY(2) 2..0
HEAD NUMBER - DATA C/W SEEK VERIFY WRITE C/W DATA C/W DATA C/W
CHECK CE C/VL ERROR
00 .....|.....|.....|.....|.....|.....|.....|.....|.....|.....|.....
01 .....|.....|.....|.....|.....|.....|.....|.....|.....|.....|.....
02 .....|.....|.....|.....|.....|.....|.....|.....|.....|.....|.....
03 .....|.....|.....|.....|.....|.....|.....|.....|.....|.....|.....
04 .....|.....|.....|.....|.....|.....|.....|.....|.....|.....|.....
05 .....|.....|.....|.....|.....|.....|.....|.....|.....|.....|.....
06 .....|.....|.....|.....|.....|.....|.....|.....|.....|.....|.....
TIME: 12:30:00
    
```

ALTBK ONLINE

Don't use conditional option, run only unconditional.

```
// JOB jobname
// ASSIGN SYS000, CUU
// EXEC ALTBK
  PBN= insert VOLID= XXXXXX UNCONDITIONAL
      Insert blocknbr. (decimal) from
      console msg. (hex)
```

/*

/&

Running Time: Few seconds

Note: For block calculation see General Hints page 22.0
(How to Find the blocknumber)

AP1 ONLINE

```
// JOB jobname
// ASSIGN SYS000, CUU
// EXEC AP1, SIZE=23K
```

/*

/&

Running Time: 0.5 Hrs

DSF ONLINE

```
// JOB jobname
// ASSIGN SYS000, CUU
// EXEC ICKDSF, SIZE=256K
  ANALYZE SYSNAME(SYS000) SCAN SPEED
```

/*

/&

Running Time: Varies from 4 min. to 20 min.

Surfanal

Example of 3370 dialog:

```
*** Stand alone programs loaded ***
If you want a listing, specify CUU of printer
If not, press EOB.
Press EOB also, if buffer not or incorrectly loaded
                                     (operator presses END/ENTER)
Specify date MM/DD/YY
03/30/78                                     (operator reply)
Specify one of the following commands:
FASTCOPY, INITDISK, RESTORE, INITEM, SURFANAL, END
surfanal                                     (operator reply)
Specify address of output device CUU
2<1                                         (operator reply)
Specify type of output device XXXXXYY
fba                                         (operator reply)
BX71D Specify FBA volume ID.
Reply volume ID., cancel or press ENTER
000144                                     (operator reply)
SS15I Surface analysis for 3370 version X.X is active (at least 2.2)
SS02I Start of reclamation routine
SS17I Block identifier reformatted. CCHS = 00010831 Flag = 80
.
.
.
SS17I Block identifier reformatted. CCHS = 01C4010B Flag=01
SS17I Block identifier reformatted. CCHS = 01C50831 Flag=80
SS17I Block identifier reformatted. CCHS = 01C5010B Flag=01
SS17I Block identifier reformatted. CCHS = 01C60831 Flag=80
SS17I Block identifier reformatted. CCHS = 01C6010B Flag=C1
SS17I Block identifier reformatted. CCHS = 01C7010B Flag=C0
SS17I Block identifier reformatted. CCHS = 01C8010B Flag=C0
SS17I Block identifier reformatted. CCHS = 01C9010B Flag=C0
                                     Note 1+4

SS07I For factory flagged block 548717 an alternate
has been assigned
SS07I For factory flagged block 548709 an alternate      Note 1
has been assigned                                       Note 2
SS07I For factory flagged block 553555 an alternate
has been assigned
SS04I Start of surface analysis routine
SS16I Analysis completed for blocks 0 to 9599
SS16I Analysis completed for blocks 0 to 19109
.
.
```

```
SS07I For block 519208 an alternate has been assigned. Note 3
SS07I For block 521493 an alternate has been assigned.
SS16I Analysis complete for blocks 0 to 527999
SS16I Analysis complete for blocks 0 to 537599
SS16I Analysis complete for blocks 0 to 547199
SS16I Analysis complete for blocks 0 to 556799
SS06I End of surface analysis
Specify one of the following commands:
FASTCOPY, INITDISK, RESTORE, INITEM, SURFANAL, END
```

Note 1: Message on printer only.

Note 2: Blocks have been flagged in the factory.

Note 3: Blocks have been flagged during the current run of Surface Analysis.

Note 4:

FLAG = xx

00 good primary block

01 good primary block, identifier written in moved position

80 good alternate block

C0 bad alternate block (surface defective)

C1 bad alternate block, identifier written in moved position

C2 bad alternate block, identifier written in extended moved position

E - FRIEND ROUTINES

Refer to section System Test, Vol. 17 of 4341 Documentation for loading E - FRIEND and for command syntax.

Refer to 3880 Storage Control Manual, Vol. 20 of 3880 Documentation for FBA command set description.

Samples:

1. Read block
2. Write block data = your name or equiv.
3. Read ID block for analysis refer to OPER 34 - 35, Vol. 20 of 3370 Documentation.
4. Flag defective block and assign alternate block
5. Read ID of alternate block
6. Write original ID of alternate block
7. Write original ID of block
8. Write Scan predefined chain \$\$\$51V (see note)
9. Read Scan predefined chain \$\$\$511

Note: Should only be used as directed by support

4300 - F R I E N D - 07/29/80 - 09.93 EMH
WARNING* WRITE COMMANDS MAY DESTROY DATA
ON A CUSTOMER DISK PACK OR UN CE-TRACKS

STORAGE SIZE# 1F87FF
MODEL # 4341
ID# 0002000543410000
MODE REC/BCR# EC
CC-MODE-SET, NO RESET POSSIBLE
4300-FRIEND STANDARD OPTIONS SET
BNPX,NO TIME DELAY,NO HALT,NO ALARM,INT

DEV# DEVICE ADDRESS#
RESET

E-FRIEND ROUTINES


```
DEV# 3E1
I/C# 388001-337000
CHAR# 400821020200000003E000002E80008380000000000000000000000000000000
ENTER CCM LIST IN ENGLISH
#551V
```

B. Write Scan

 **GO**
START

*UNIT#03E1 - I/O INTRPT,UNIT CHECK
CSW 10 0A018 0E 40 8000
SNS 1000000006 0801E0E03 0080000000 FFA0008000 C000191E
LCCP 00041

*UNIT#03E1 - I/O INTRPT,UNIT CHECK
CSW 10 0A018 0E 40 4800
SNS 1000000006 0801E0E03 0080000000 FFA0008000 C000191E
LCCP 00052

*UNIT#03E1 - I/O INTRPT,UNIT CHECK
CSW 10 0A018 0E 40 8000
SNS 1000000012 0801E0E03 0080000000 FFA0008000 C000191E
LCCP 01006

*UNIT#03E1 - I/O INTRPT,UNIT CHECK
EXT-INTRPT,PSW # 01 0C 0F00 00 004998/0040 E
CSW 10 0A018 0E 40 4E00
SNS 100000004C 0801E0E03 0080000000 FFA0008000 C000191E
LCCP 01034

*UNIT#03E1 - I/O INTRPT,UNIT CHECK
EXT-INTRPT,PSW # 03 0E 0F00 00 00EAD0/0040 E
EXT-INTRPT BRCKE CHAIN
AST

```
DEV# 3E1
I/C# 388001-337000
CHAR# 400821020200000003E000002E80008380000000000000000000000000000000
ENTER CCM LIST IN ENGLISH
#551I
```

B. Read Scan

 **GO**
START

*UNIT#03E1 - I/O INTRPT,UNIT CHECK
CSW 10 0A018 0E 00 8800
SNS 1000000006 0801E0E03 0080000000 FFA0008000 C000191E
LCCP 00041

*UNIT#03E1 - I/O INTRPT,UNIT CHECK
CSW 10 0A018 0E 00 4800
SNS 1000000006 0801E0E03 0080000000 FFA0008000 C000191E
LCCP 00052

*UNIT#03E1 - I/O INTRPT,UNIT CHECK
CSW 10 0A018 0E 00 8000
SNS 1000000012 0801E0E03 0080000000 FFA0008000 C000191E
LCCP 00112

*UNIT#03E1 - I/O INTRPT,UNIT CHECK
CSW 10 0A018 0E 00 7400
SNS 1000000018 0801E0E03 0080000000 FFA0008000 C000191E
LCCP 00165

*UNIT#03E1 - I/O INTRPT,UNIT CHECK
CSW 10 0A018 0E 00 1A00
EXT-INTRPT,PSW # 01 0C 0F00 00 004998/0040 E
SNS 100000001C 0801E0E03 0080000000 FFA0008000 C000191E
LCCP 00174

*UNIT#03E1 - I/O INTRPT,UNIT CHECK
EXT-INTRPT,PSW # 01 0C 0F00 00 004998/0040 E
EXT-INTRPT BRCKE CHAIN
AST

GENERAL HINTS

For quick analysis you can use FASTCOPY printout with failing blockaddresses (HEX) for further alternate block assignment.

DOS/VSE stand-alone utilities supply SURFANAL, INITDISK, INITEM, FASTCOPY, and RESTORE functions.

If programs like EREP, UTILITIES etc. are missing as well as documentation this must be ordered by sales

If FSC 4945 on new HDA caused by incorrectly formatted data fields, run E - FRIEND \$\$\$51V followed by \$\$\$511.

After HDA replacement you should always perform an AIR MOVEMENT CHECK
Verify the air movement in HDA.
Refer to 3370 MLM volume R10 section INST - 12.
Flapper arm must be in raised position.

HDA PURGE CYCLE

HDA removal and replacement (READY 700)
When replacing a HDA after switching on the drive/fan motor ensure that the motor is running. Before removing the carriage rods (step 10) and reinstalling the connectors P170/P171 (step 12) allow the drive/fan motor to clean the air in the HDA for 1 minute.

DIAGNOSTIC COMMANDS

Ref.: IBM 3880 Storage Control Description GA 26-1661

HOW TO FIND THE BLOCKNUMBER:

A. From console msg.

(BLK = XXXXXX) given in hex, must be converted to decimal for ALTBK.

B. From format 4 or 5 sense bytes

- Take the physical CYL from sense bytes 3 + 4 and convert to decimal
- Go to OPER 53 and find the "Starting Blocknumber"
- Take the physical head- and blocknumber for sense bytes 5 + 6 and convert to decimal
- Go to OPER 36 and find the "Relative Block"
- Add "Relative Blocknumber" to "Starting Blocknumber" to get final failing blocknumber.

E. G.

- CC HB
Sense bytes 3 - 6 = 01 72 09 3 (370X 744) =
- 01 72 = CYL 370 dec.
 - Starting blocknumber on cylinder 370 = 275 280 ←
 - Head = 9
 - physical block X'31' = 49 dec
 - According to OPER 36 Head 9 and physical block 49 correspond to relative blocknumber 639
 - Relative blocknumber 693
 - Starting blocknumber + 275280
 - Defective blocknumber = 275973

GENERAL HINTS

DISK UTILITIES NOG/YES					
FUNCTION	DISK TYPE	USE R.1	ONLINE USE R.2	USE R.3	STAND ALONE
BACKUP Disk to Tape PROC.: 5745DCUTL	CRD FBA	BACKUP BACKUP	BACKUP BACKUP	BACKUP BACKUP	N/A N/A
RESTORE Tape to Disk PROC.: 5745DCUTL	CRD FBA	RESTORE RESTORE	RESTORE RESTORE	RESTORE RESTORE	RESTORE RESTORE
FASTCOPY PROC.: 5745DCUTL PROGRAM: 5745-AM4 (11/20/72 PROC. 1)	CRD FBA CRD FBA	FCOPY N/A FCOPY FCOPY	N/A N/A FCOPY FCOPY	N/A N/A FCOPY FCOPY	FASTCOPY FASTCOPY N/A N/A
INIT DISK PROGRAM: 5745DCUTL	CRD FBA	INITR 5745DCUTL INITR	DEF-CMD- INIT 5745DCD8 INITR	DEF-CMD- INIT 5745DCD8 INITR	DEF-CMD- INIT 5745DCD8 INITR
SURFACE ANALYSIS NO PROGRAM: 5745DCD8 - Lists error table and Sensesbytes PROGRAM: 5745DCAPC	CRD FBA	AP-1 5745DCAPC	DEF-CMD- ANALYSE 5745DCD8 ANALYSE	DEF-CMD- ANALYSE 5745DCD8 ANALYSE	DEF-CMD- ANALYSE 5745DCD8 ANALYSE
SURFACE ANALYSIS NO/NO PROGRAM: 5745DCD8 -NO/NO all sensebytes -Assign alternate track -Reclaim	CRD	N/A	DEF-CMD- INSPCT	DEF-CMD- INSPCT	DEF-CMD- INSPCT
SURFACE ANALYSIS NO/YES PROGRAM: 5745DCUTL -NO/YES all blocks -Assign alternate block -Reclaim	FBA	N/A	N/A	N/A	DEF-CMD- INSPCT
ASSIGN SINGLE ALTERNATE TRACK/BLOCK PROGRAM: 5745DCUTL PROGRAM: 5745DCUTL	CRD FBA	ALTDR 5745DCUTL ALTDR	DEF-CMD- INSPCT 5745DCD8 ALTDR	DEF-CMD- INSPCT 5745DCD8 ALTDR	DEF-CMD- INSPCT 5745DCD8 N/A
CLASS DISK Should always be used before MDA-replacement or discontinuance of equipment for return to IBM PROGRAM: 5745DCUTL PROGRAM: 5745DCUTL	CRD FBA	CLDR 5745DCUTL INTDR	CLDR 5745DCUTL INTDR	CLDR 5745DCUTL INTDR	DEF-CMD- INIT 5745DCD8 INITR

REFERENCES: USE REL.1 UTILITIES
USE REL.2 UTILITIES
DEVICE SUPPORT FACILITIES (DSF)
ANALYSIS PROGRAM-1 (AP-1)
FASTCOPY LUTEMCO PROGRAM (5745-AM4)

OC 13- 3261
OC 13- 4105
OC 13- 4633
OC 14- 1893
OC 13- 4342

N/A= Not applicable

GENERAL HINTS

DISK UTILITIES VM/370					
FUNCTION	DISK TYPE	VM PROGRAM S743-010	VM SP PROGRAM S684-167	VM BEEP PROGRAM S748-028	VM BEP PROGRAM S748-087
<u>BACKUP</u> disk to tape	CSD FSA	DUMP S/A	DUMP DUMP	DUMP DUMP	DUMP DUMP
<u>RESTORE</u> tape to disk	CSD FSA	RESTORE S/A	RESTORE RESTORE	RESTORE RESTORE	RESTORE RESTORE
<u>COPY</u> Copy data from one device to another device of the same or equivalent type Note: You cannot copy between FS-112 and CSD-devices	CSD	COPY	COPY	COPY	COPY
	FSA	S/A	COPY	COPY	COPY
<u>INIT DISK</u> FROG, INCDASD DOS/VSX USER MAY RUN INITDIS	CSD	COMMAND: DADEF	COMMAND: DADEF	COMMAND: DADEF	COMMAND: DADEF
	FSA	S/A S/A	S/A	S/A	S/A
<u>SURFACE ANALYSIS NO</u>	CSD	DEF-CMD: ANALYZE	DEF-CMD: ANALYZE	DEF-CMD: ANALYZE	DEF-CMD: ANALYZE
	FSA	S/A	DEF-CMD: ANALYZE	DEF-CMD: ANALYZE	DEF-CMD: ANALYZE
<u>SURFACE ANALYSIS NO/NO</u>	CSD	DEF-CMD: INSPECT	DEF-CMD: INSPECT	DEF-CMD: INSPECT	DEF-CMD: INSPECT
<u>SURFACE ANALYSIS NO/NO</u> DOS/VSX USER MAY RUN SURFANAL %	FSA	S/A S/A	S/A	S/A	S/A
<u>ASD/ON SINGLE ALTERNATE</u> TRACK/BLK/CC	CSD	COMMAND: SETALT	COMMAND: SETALT	COMMAND: SETALT	COMMAND: SETALT
	FSA	S/A S/A	S/A	S/A	S/A
<u>CLEAR DISK</u>	CSD	COMMAND: FORMAT	COMMAND: FORMAT	COMMAND: FORMAT	COMMAND: FORMAT
	FSA	S/A	COMMAND: FORMAT	COMMAND: FORMAT	COMMAND: FORMAT

Reference: VM/370 OPERATORS GUIDE GC20-1804

NOTE: Newsletters to GC20-1804 are dependent on VM-PP's.

S/A= Not applicable

Fault Symptom Code -- Quick Fix List

Code	Meaning and Comments	Most Probable Cause
122X	A servo off-track was detected during a rezero.	DRV E2,J2/G2,P2,PWR AMP ACC 110
124X	An overshoot was detected during a rezero.	same as 122X
126X	An access timeout occurred during a rezero.	same as 122X
131X	An invalid location was detected during a seek.	DRV J2/G2,D2,E2, Power Amp H4,H2
132X	A servo off-track was detected during a seek.	DRV E2,D2,J2/G2
134X	An overshoot was detected during a seek.	same as 132X
136X	An access timeout occurred during a seek.	same as 132X
141X	An invalid location was detected during the Servo settling time.	DRV J2/G2,E2,D2
142X	A servo off-track was detected during the servo settling time.	same as 141X
144X	An overshoot was detected during the servo settling time.	same as 141X
148X	An access timeout occurred during the Servo settling time.	DRV E2,J2/G2,D2,PWR Amp
151X	An invalid location was detected during a servo offset.	DRV E2,D2,J2/G2
152X	A servo off-track was detected during a servo offset.	same as 151X

OPOS DIAGN. CONTR CMDND FAILED
OFO6 CHNL DISCONTINUED RETRY
OFO7 " RETRY CFW. INCORRECT
OFOC ALTERNATE SPAKE EXHAUSTED
OFOD DATA OVERRUN

1580	A servo off-track was detected during a rezero.
M35M	An overshoot was detected during a rezero.
SMS	An access timeout occurred during a rezero.
B-14	An invalid location was detected during a seek.
5	A servo off-track was detected during a seek.
5	An overshoot was detected during a seek.
5	An access timeout occurred during a seek.
5	An invalid location was detected during the Servo settling time.
5	A servo off-track was detected during the servo settling time.
5	An overshoot was detected during the servo settling time.
5	An access timeout occurred during the Servo settling time.
5	An invalid location was detected during a servo offset.
5	A servo off-track was detected during a servo offset.

OFO0 READ ONLY MODE
OFO1 INVALID COMMAND
OFO2 INVAL. COMM. SEQ.
OFO3 CFW CNT < THAN REQU.
OFO4 INVALID ARGUM. IN CFW

SEE
 5080
 M35M
 SMS
 B-14
 5

Code Meaning and Comments

- 154X An overshoot was detected during a servo offset.
 158X An access timeout occurred during a servo offset.
 161X An invalid location was detected during track following.
 162X A servo off-track was detected during track following.
 164X An overshoot was detected during track following.
 166X An access timeout occurred during track following.
 17XX A false drive (Access) check occurred.
 18XX A sector compare check occurred.
 Format 1 is indicated with intervention required.
 No error conditions.
 1. No microcontroller check.
 2. No controller check.
 1910 3. No storage control microcode detected errors.
 4. No device interface check.
 (sense byte 11, Bit 1=1).
 5. No device control interface check.
 6. No drive (access) check.
 7. No read/write safety check.

Most Probable Cause

- DRV E2, Pwr Amp, J2/G2
 same as 1480
 same as 1480
 same as 1480
 same as 1480
 same as 1480
 DRV E2,B2
 HDA ck out R/W 900, DRV C2,F2,D2
 CTL E2/D2,K2 DRV C2,B2,G2/J2
 Sec-DRV K2,H2,F2,E2,H4
 cables,Term,casters

Code Meaning and Comments

- 1911 A transmit target error occurred.
 1913 A transmit difference high error occurred.
 1914 A sync out timing error occurred.
 1915 Drive status during initial selection was not as expected.
 1916 A transmit CAR error occurred.
 1917 A transmit head error occurred.
 1918 A transmit difference/offset error occurred.
 1919 Drive status during a read IPL or a retry was not as expected.
 191A A seek verification check occurred.
 191B A seek incomplete on read occurred.
 191C No interrupt was received from the drive.
 191D No unrecovered microcontroller check occurred.
 191E An unresolved ID miscompare error occurred.
 1A01 A transition detection check occurred.
 1A02 An HDA read check occurred.

Most Probable Cause

- DRV C2,E2,D2,B2
 DRV D2,E2,B2,C2
 CTL H2,E2,D2,K2,SCU CTL-I
 Tag Drivers & R/w
 CTL
 E2,D2,H2,K2
 DRV C2,E2,D2,B2
 DRV F2,C2,E2,D2
 DRV D2,E2,B2,C2
 DRV E2,B2,C2,D2
 DRV D2,G2/J2,E2 (R/W110)
 same as 191A
 DRV E2,C2 CTL K2
 Look to other inface
 CTL E2/D2
 DRV B2,K4,CTL K2 (R/W110)
 DRV B2,C2,K4,CTL K2 (R/W110)

Code	Meaning and Comments	Most Probable Cause
1A04	No select error occurred.	same as 1A02
1A0X	Any combination of the above 1A error series.	same as 1A02
1A81	A transition detection check occurred.	DRV B2,K4,CTL K2
1A82	An HDA read check occurred.	DRV B2,C2,K4,CTL K2; Sec DRV F2 HDA cables R/W110 HDA
1A84	A no select error occurred.	same as 1A82
1A8X	Any combination of the above 1A8 error series.	same as 1A82
1B01	A decode check occurred.	DRV B2,C2,F2,K4 CTRL K2, (R/W110) HDA - same as 1B01
1B02	An HDA write check occurred.	same as 1B01
1B04	A select error occurred.	DRV F2,B2,C2,E2
1B08	A control check occurred.	DRV B2,D2,J2/G2,HDA
1B10	An index check occurred.	DRV B2,C2,F2,H4,CTL K2 or HDA, most probable
1B20	A write overrun occurred.	DRV B2,E2,J2/G2,F2, CTL K2 (R/W110) OP Panel R/W5W R/W120,HDA
1B40	A capable/enable check occurred.	DRV B2,C2,K4, CTL K2, HDA (R/W110) same as (1B40)
1B80	A write mode check occurred.	DRV C2,D2,E2,B2,K2,H4
1BXX	Any combination of the above 1B error series.	
1CXX	A device interface bus in error occurred. One or more bits are active.	

Code	Meaning and Comments	Most Probable Cause
1EXX	A false drive (access) check occurred.	DRV E2,B2,C2,CTL K2
1FXX	A false read/write check occurred.	DRV B2,CTL K2
2020	A control interface check occurred (Format 2 FSC).	CTL E2/O2, DRV J2/O2 bus & tag cables, tailgate cables, (CTRL 10&20)
4940	An ID field data check occurred.	DRV&CTL voltages, DRV mtr brake, HDA, SEC DRV K4,C3,D2,F2 J2/G2,H4,B2,K2, HDA Cables
4941	A data field ECC uncorrectable read error occurred.	same as 4940
4944	An ID field no sync byte found occurred.	same as 4940
4945	A data field no sync byte found occurred.	same as 4940
4949	A data field ECC uncorrectable error occurred during a Check Data operation.	same as 4940
4940	A data field no sync byte found error occurred during a Check Data operation.	same as 4940
9001	Tag valid was missing on Read/Write operation.	same as 4940
9002	No Normal End or Check End was received after a read or write.	DRV F2,C2,H4, CTL K2, (DEV110) DRV C2,F2,CTL K2,G2

5X5X FSC 21E 3370-MSG 32.

Code	Meaning and Comments	Most Probable Cause
940B	A device bus in parity check occurred.	CTRL K2, DRV B2 (in any module) Term DEV110
940X	Any combination of the above 940 error series. Bit 5 indicates which interface failed.	CTRL K2, MIM Start 990
9502	A transfer check (Program Error) occurred on interface A.	CTRL E2,H2,G2 MIM Start 990
9506	A transfer check (Program Error) occurred on interface B.	CTRL D2,H2,G2 MIM Start 990
961X	A buffer or control register 16/17 parity check occurred.	CTRL H2,E2,D2,G2 MIM Start 990
962X	An any device register parity check occurred.	CTL K2,G2
968X	A control register 3/4/5 parity check occurred.	CTL H2,G2
96XX	Any combination of the above 96 error series.	same as 968X
9710	A VFO not sync error occurred.	CTL H2,DRV B2,C2,H4, (K4 any module) Cables (DEV110) M4 Term
971X	A VFO not sync occurred (will not occur by itself).	CTL H2,E2/D2,K2
9720	An ECC hardware check occurred.	CTL J2/H2
972X	An ECC hardware check occurred.	same as 9720
9740	A counter parity check occurred.	CTL K2,H2
974X	A counter parity check occurred.	same as 9740

Code	Meaning and Comments	Most Probable Cause
9780	A SERDES data funnel parity check occurred.	CTL H2,J2,E2/D2
978X	A SERDES data funnel parity check occurred.	same as 9780
97X1	A sync out timing error occurred.	CTL H2,E2/D2,K2 SCU
97X2	A write data check occurred.	CTL H2,J2
97X4	A SERDES data parity check occurred.	same as 97X2
97X8	A SERDES error occurred.	CTL H2,DRV B2,C2,H4, DRV (K4 any module) DEV110), M4 Term
97XX	Any combination of the above 97 error series.	same 97X8
98XX	A device selection error occurred.	DRV K2, CTL K2, MIM (Dev 110), M4 Term
9901	A branch to an unused storage location occurred.	CTL G2,F2
9910	An execute instruction was returned to the program counter+1 on TRAP 2.	same as 9901
9911	TRAP 6 was entered, but no errors were found.	CTL G2,F2,H2,J2,K2,G2/D2
9912	An execute instruction returned to program +1 on TRAP 3.	same as 9901
9913	An execute instruction returned to program control +1 on TRAP 4.	same as 9901
9914	An unexpected counter trap occurred.	CTL K2,G2,F2
9916	Tag execution took too long, microcode hang condition occurred.	same as 9901

Code Meaning and Comments

- 9918 Sync out timing error occurred while not in data transfer mode.
 9919 An executive instruction was returned to the program counter +1 on bus out decode of Tag 00.
 9920 An execute instruction failed on select device tag processing.
 9921 The register immediate command failed in the ECC routine.
 9924 Device response was active with all the select lines not active.
 9928 Two select device tags occurred with no deselection.
 9932 The device did not return tag valid to set read/write tag.
 9933 Tag valid dropped during a Read/Write operation.
 9934 The device counter failed during execution of transmit ID tag.
 9936 Transmit ID timed out while waiting for sync out.
 9937 Did not get a sync out timing error for second sync in or out pair during calculation of sync in lead time.

Most Probable Cause

- CTL H2,G2,F2
 same as 9901
 same as 9901
 CTL G2,F2,I2 crossovers
 DRV K2, CTL K2, Cables
 (DEV110) (N3, M4 Term)
 CTL D2/E2,H2,G2,F2
 DRV F2,C2,H4
 CTL K2, (RW110, DEV110)
 DRV K4,K2,B2
 CTL K2 (R/W 110, DEV 110)
 CTL K2,G2,F2
 CTL E2/D2, H2,K2
 DRV C2,F2
 CTL H2,E2/D2

Code Meaning and Comments

- 9938 A second sync out was returned during either bit ring 0 or 7.
 9942 A read tag was received, but it was not a read ID or a read ID buffer.
 9946 The data check indicator was not reset after executing an ECC preset.
 9947 The data check indicator was not set after an ECC read transfer.
 994A The tag gate did not drop soon enough to allow the data field transfer to begin.
 9950 The first read or write tag was not preceded by transmit ID or by clock ID.
 9952 The next read or write tag was not preceded by transmit ID or by clock ID.
 995B Sync in selection was not calculated for write data.
 995C Sync in lead time was not calculated for write data.
 995D Sync in lead time was not calculated for oriented transmit ID.

Most Probable Cause

- same as 9937
 CTL E2/D2,H2,G2,F2
 CTL J2,K2
 same as 9946
 CTL E2/D2 SCU
 CTL E2/D2, H2,G2,F2
 same as 9950
 CTL H2,G2,F2
 same as 995B
 not valid for 3370

Code Meaning and Comments

- 9962 The ECC signaled data checks, but all nine bytes were zero.
- 9972 A write ID was entered before executing prerequisite functions.
- 9974 A write ID was entered before executing a valid verify ID.
- 9975 A tag overrun occurred on a Write ID operation.
- 9980 A set level command did not change the program counter.
- 9982 No sync out latches were set after a sync out was detected in a Transmit ID operation.
- 99F4 The ECC indicated a mismatch, but the displacement was zero.
- 99F5 An ID compare on a move ID operation was detected.
- 99F6 A sync in selection was not calculated for a Read ID operation.
- 99F7 A sync in lead time was not calculated for Read ID operation.
- 99F8 The clock ID was not followed by read data.

Most Probable Cause

- CTL J2,K2
same as 9928
- same as 9928
same as 9928
- CTL K2,G2,F2
- CTL H2,G2,F2
CTL J2,K2
CTL E2/D2,H2,G2,F2
CTL H2,G2,F2
same as 99F6
same as (99F5)

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