

## **TB096 (Rev1) - Hard Drive Problems**

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### **Overview**

This document describes the problem that has been found in some of the hard drives of the controls recently. This document is for Technical Representatives of Centroid Only.

### **Description of Problems**

There has been a recent complaint of "error reading from drive C" or "Drive not ready reading drive C". Research has lead us to believe that certain batch lots of Seagate model ST34311A hard drives are the culprit. Therefore any drive showing these symptoms will be changed out by the procedure in Technical Bulletin #090 after Centroid Technical Support has been notified of the problem.

### **Information For Technical Support**

Centroid Technical Support must be contacted with the information of the problem unit so that the problem can be researched further. Some of the things that need to be reported are: The serial number for the control, the exact message as seen on the screen, the location of the message on the screen, when the error occurs in the program, type and length of program, version of software, any updates or repairs that have recently occurred with the control, and any other information that can be given.

### **Further Findings**

Since the Initial writing of this bulletin, the problems of "error reading drive C" and "drive not ready reading drive C" have occurred on larger Seagate hard drives (6.4G) model number ST36421A.

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### **Document History**

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