

# Disk Pack Damage

How we deal with broken disk packs  
at JIVE

# Disk Pack Damage

- From 2005 up to now Jive has repaired 47 Disk Packs from several stations.

Repaired Packs				
	2005	2006	2007	2008
# Problems	10	9	10	18
# Disks	6	8	8	14

Replaced

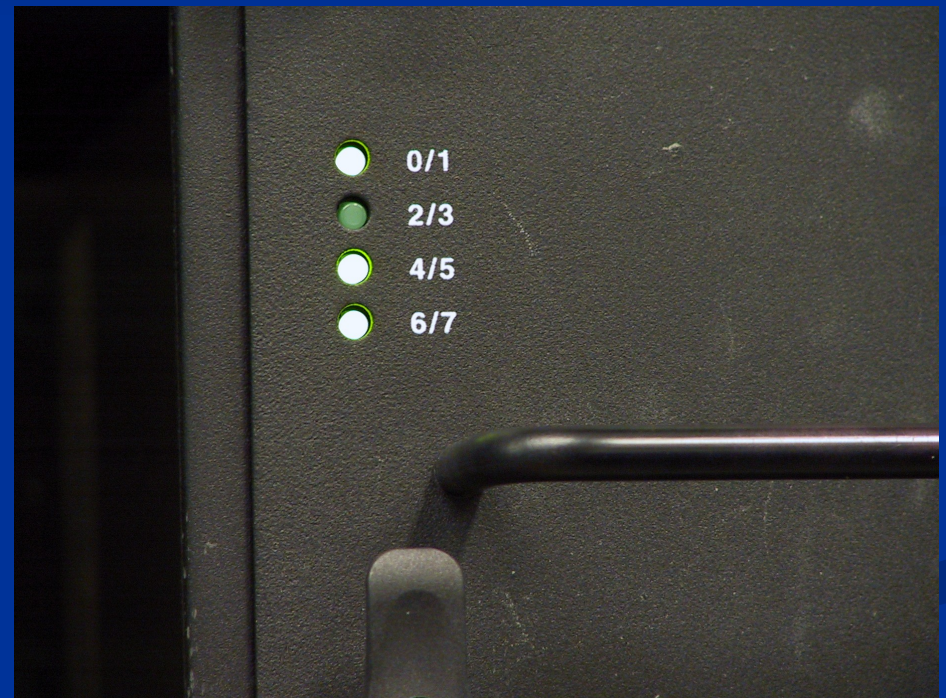
# Disk Pack Damage

- Diagnosis
- Repair
- Warranty
- Last minute emergency fix

# Diagnosis

## First indication

Missing or dim LED points out where the slow/broken disk is located.

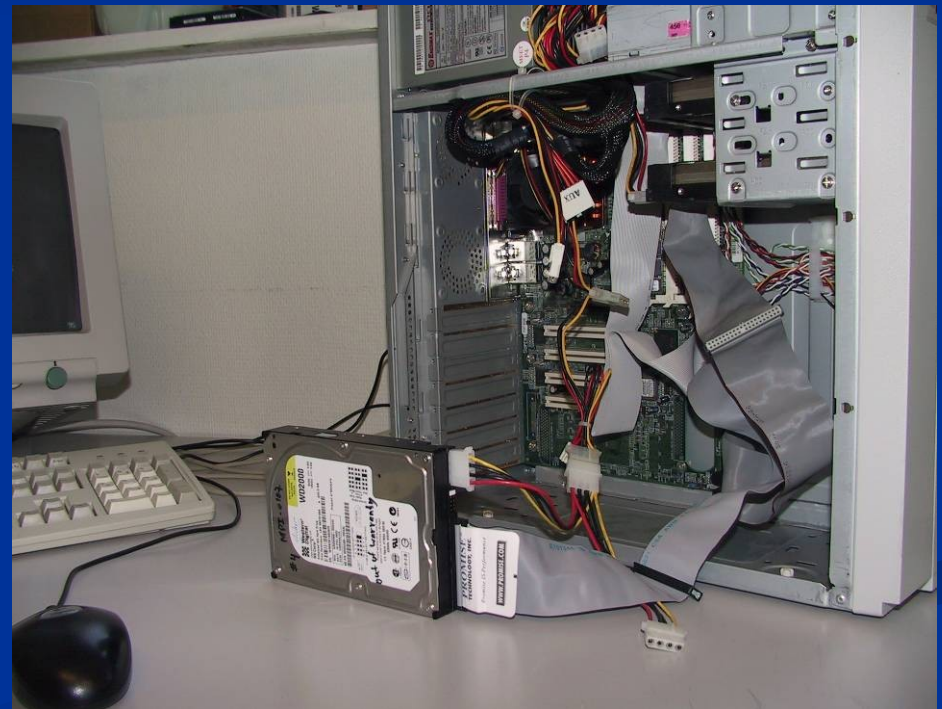


# Diagnosis

Disk statistics									Cumulatives						VSNSize
disk serial#	0 <1.1ms	1 >1.1ms	2 >2.2	3 >4.5	4 >9	5 >18	6 >36	7 >72	Data in first 2 bins %	Data in first 3 bins %	Data in last bin %	SUM 65kB	SUM GB	VSN Size	
VF1300R3C18S6B	1039656	11168843	361	367	145	7	3	2	99.99	100.00	0.00	12,209,384	800	NTO-0028	3,200
VF1300R3C5X52A	1047871	11161087	273	106	39	6	0	2	100.00	100.00	0.00	12,209,384	800		
VF1300R3C56PUA	1058983	11149898	309	133	47	7	2	5	100.00	100.00	0.00	12,209,384	800		
VF1300R3C5NBBA	1071171	11136716	525	633	273	43	19	4	99.99	99.99	0.00	12,209,384	800		
VF1300R3C5AR8A	1064289	11141285	1003	1793	787	140	76	11	99.97	99.98	0.00	12,209,384	800		
VF1300R3C5KSGA	867395	11028134	41890	174147	62350	24327	6619	4522	97.43	97.77	0.04	12,209,384	800		
VF1300R3C5KEGA	1047839	11161118	278	103	39	2	0	5	100.00	100.00	0.00	12,209,384	800		
VF1300R3C5X32A	1052502	11148456	2128	4924	1052	227	48	47	99.93	99.95	0.00	12,209,384	800		
VF1300R3C18S6B	1241615	10966671	451	462	171	10	1	3	99.99	99.99	0.00	12,209,384	800	NTO-0028	3,200
VF1300R3C5X52A	1247900	10960983	292	148	55	4	0	2	100.00	100.00	0.00	12,209,384	800		
VF1300R3C56PUA	1248422	10959081	563	765	310	108	65	70	99.98	99.99	0.00	12,209,384	800		
VF1300R3C5NBBA	1264753	10943129	524	626	275	45	29	3	99.99	99.99	0.00	12,209,384	800		
VF1300R3C5AR8A	1258101	10947445	1017	1845	745	138	82	11	99.97	99.98	0.00	12,209,384	800		
VF1300R3C5KSGA	975997	10778490	64941	255041	91400	33911	6760	2844	96.27	96.81	0.02	12,209,384	800		
VF1300R3C5KEGA	1245119	10963777	324	112	44	2	0	6	100.00	100.00	0.00	12,209,384	800		
VF1300R3C5X32A	1259405	10949579	262	92	34	8	1	3	100.00	100.00	0.00	12,209,384	800		
VF5482R425S63K	202062	15058860	378	271	149	9	1	4	99.99	100.00	0.00	15,261,734	1,000	OSOD-070	4,000
VF5482R4268DZK	207128	15052188	661	975	471	145	87	79	99.98	99.99	0.00	15,261,734	1,000		
VF5482R426ABMK	224463	15029373	1511	3626	1901	633	207	20	99.95	99.96	0.00	15,261,734	1,000		
VF2400R41NXUBC	227645	15033737	305	30	8	3	1	5	100.00	100.00	0.00	15,261,734	1,000		
VF5482R426G3EK	242787	15018018	361	341	197	20	6	4	99.99	100.00	0.00	15,261,734	1,000		
VF5482R424N1LK	251311	15008297	663	933	452	62	12	4	99.99	99.99	0.00	15,261,734	1,000		
VF5482R4262E9K	208409	15052347	390	358	175	26	25	4	99.99	100.00	0.00	15,261,734	1,000		
VF5482R4267VEK	224348	15036751	327	154	138	10	2	4	100.00	100.00	0.00	15,261,734	1,000		

# Diagnosis

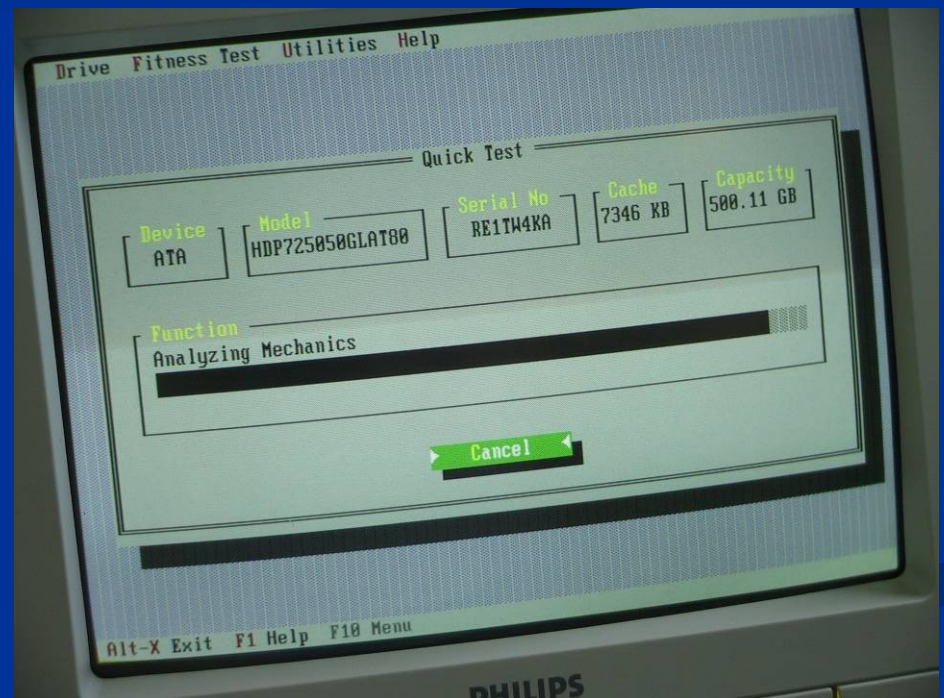
Broken disk is tested separately in a test PC, using manufacturers test software





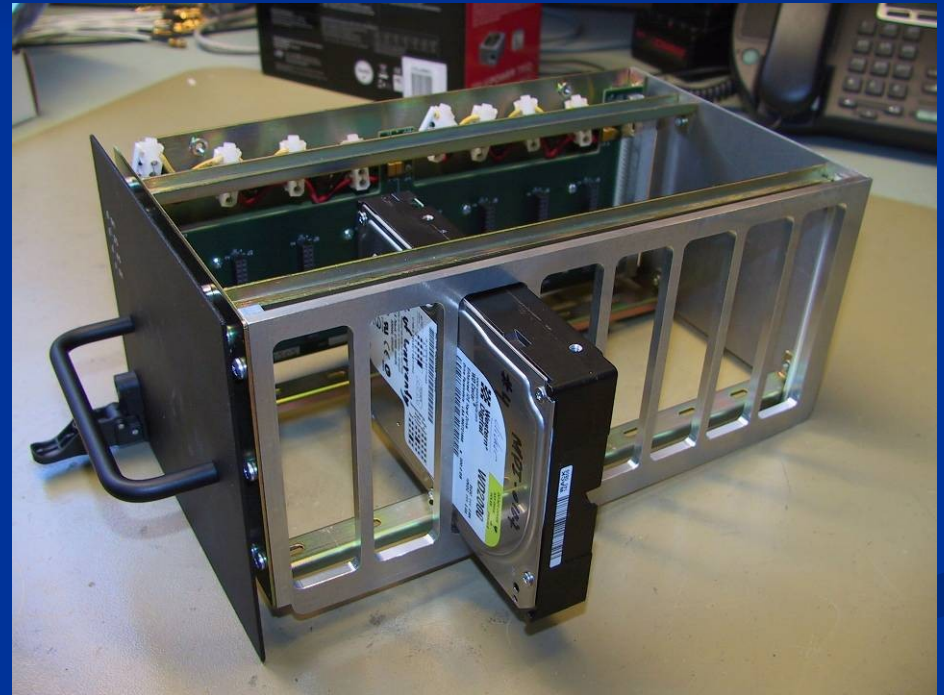
# Diagnosis

The error code generated by the test software is needed to request an RMA number for warranty replacement.



# Diagnosis

Modified chassis for testing disks quickly, without the mechanical hassle.





# Repair

- Broken disk is replaced with a new one from our supply of spares.
- Final conditioning of the pack after repair.

# Warranty

- When there is still warranty on the broken disk, it is sent back to manufacturer and replaced for new one.
- When warranty has expired, we will send the broken disk back to the station (owner).
- Station will be asked to send us an replacement disk of equal or bigger capacity.

# Last minute emergency fix

