In Case of Trouble

The following chapter is used to assist with troubleshooting conflicts and FastTrak installation problems. Also refer to the "README.TXT" file on the FastTrak driver and utility diskette for more recent information as well as the **PromiseOnline**™ services listed in Appendix A.

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Eliminate Master/Slave combination problems
Master/slave problems may exist between two IDE drives of different brands attached to a single cable. For both compatibility and better performance, choose drives of the same model/brand and install them on separate cables. Refer to the Drive Setup by Connector chart in Chapter 4 for more recommended drive placements.

Freeing additional IRQ resources
Since the Promise card supports PCI Interrupt sharing, it is possible to use IRQs already assigned to another PCI card. Interrupt Sharing is not supported with onboard IDE controllers. If the onboard IDE controller(s) are not used, you may disable the controllers to free IRQ 14 and/or 15.

Configuring PCI IRQ resoruces
Setting the IRQ for a particular PCI slot will be different depending on the motherboard BIOS. This setting is usually made in the PCI Configuration and/or Plug and Play (PnP) section of the motherboard BIOS setup. There are three common methods that motherboard BIOS's handle assignment of IRQs to PCI slots:

1) Specifically assigning an IRQ to a particular slot - You can tell the motherboard to use IRQ 10 for PCI slot 1, IRQ 11 for PCI slot 2, etc.

2) Listing which IRQs are available to be assigned to the PCI slots - This BIOS has an option where you specify “1st Available IRQ”, “2nd Available IRQ”, etc. The BIOS then scans the PCI slots for PCI cards and assigns these IRQs in the order that it finds the PCI cards.

3) Excluding an IRQ from being used by a PCI slot - If you have an ISA card that is using an IRQ, change the setting for this particular IRQ from “Available” to “used by ISA card” so that the motherboard will not assign this IRQ to a PCI slot.

Consult your motherboard manual for information that is specific to your motherboard.

Set Mainboard CMOS Boot sequence
On some Mainboard BIOS, it is necessary to set the Boot sequence to “SCSI, A:, C:” since the Promise card is identified as a SCSI card.

Mainboard CMOS displays C: or D: drive failure during startup
Do not reference C: or D: in the Mainboard Standard CMOS for drives attached to the FastTrak controller. Only enter drive information in the Mainboard CMOS if you have drives attached to a conventional add-on or onboard IDE controller.

Coexist with IDE hard drives
If an onboard IDE controller is installed with hard disks, enable support in the Mainboard Standard CMOS Setup for the drives. Note that the onboard IDE hard drives will then be the bootable hard disk unless the system BIOS has a boot sequence setting with a “SCSI, A:, C:” option.

Drive cannot be formed into an array
Drives must support Ultra DMA or Multi-word DMA and be free of media defects to be added into an array. Promise recommends to use new drives of the same model. Re-secure data and power cabling while checking for proper alignment. Typically, Pin 1 of the drive is closest to the power connector.

Critical Status Error during boot
If a critical status error appears on the FastTrak BIOS startup screen for a mirrored array, there is a drive in the array which has failed or is not responding. The mirrored array has lost its fault tolerance but will still operate

Before attempting a recovery, try powering the system off and on to reset the drive. Also confirm that cables are properly attached and the drive is receiving power. If the drive still appears to have failed, proceed to "Rebuild Array" option detailed in Chapter 4.

System locks up during bootup or when Windows starts
There may be a possible IRQ conflict with an ISA card. Identify what IRQs are used by ISA cards, enter the Mainboard PCI Setup, and reserve the IRQ for use with ISA. PCI slots cannot share IRQs with ISA cards.

Intermittent data problems
Do not exceed the 33Mhz PCI Bus speed. Pentiums set to higher than default settings or AMD K6 and Cyrix CPUs can exceed these limitations and cause intermittent boot and data problems.

Different drive lettering under Windows NT
This may happen when using a SCSI card, in addition to the Promise card. Windows NT does not necessarily load the driver for the boot device controller first. This results in a drive that in MS-DOS is the C: drive being the D:, or E:, etc. in Windows NT. Use Windows NT's Disk Administrator utility to reassign the letters which NT has assigned to the drives. See your Windows NT documentation for instructions on how to use Disk Administator.

Promise Windows95 driver does not appear Device Manager
Windows may already be listing the controller under "Other Devices" instead of "Hard disk controllers" section. In Device Manager under "Other Devices" to see if it lists a "PCI Card", or "RAID Controller". If so, highlight this listing and click on the "Properties" button, and then click on the "Driver" tab. Depending on your version of Windows, choose either "Change Driver" or "Update Driver". Then follow the on-screen prompts to complete installation of the driver. If Windows asks if you want to test if the device can be removed safely click on "CANCEL. Reboot the system to complete installation of the driver.