



Technical Support Bulletin
IDX 4000 Seagate Barracuda
ES.2 Speed Jumper Setting

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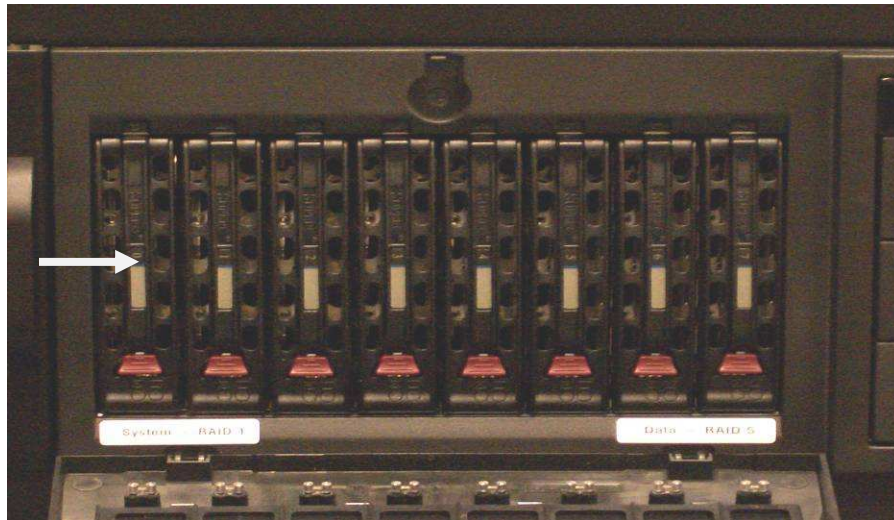
11/10/2009

TSB Description		TSB Number
IDX 4000 Seagate Disk Drive Jumper Settings		
Product	Module	Model
Seagate Barracuda ES.2	N/A	ST31000340NS
Operating Systems	BIOS	Driver
N/A	N/A	N/A
Symptoms		
IDX4000 IGC systems may encounter a Degraded RAID 1 logical drive or Delayed Writes during large data transfers.		
Fixes	Scheduled Date Available	
Any IDX4000 IGC with above symptoms.	N/A	
Work-A-Rounds		
Use the instructions contained herein to update your IDX4000 IGC RAID 1 system drives.		

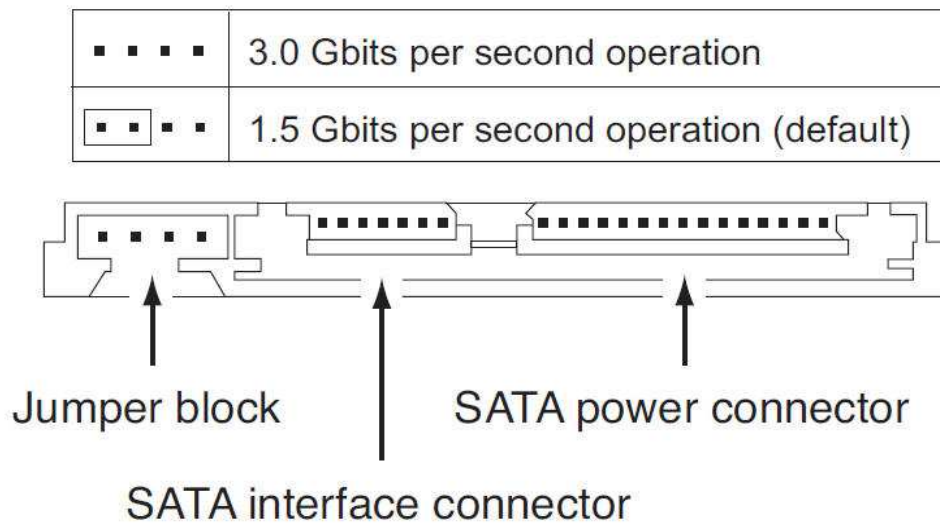
1. Shutdown and power off the IDX4000 system.
2. Unlock and open the Disk Drive door to access the RAID 1 IGC system drives.



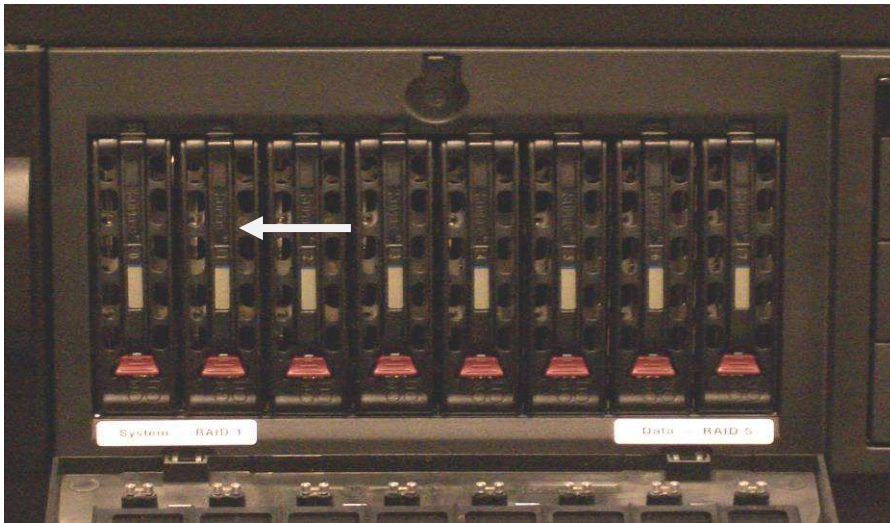
3. Remove the RAID 1 system drive in slot 0 of the SATA drive backplane.



4. Install a 2mm jumper onto the disk drive to reduce the speed from 3.0 Gbits per second to 1.5 Gbits per second. Refer to the next picture for jumper placement. The drive has a label affixed that also shows how to set the jumper.



5. Reinstall the RAID 1 system drive back into slot 0 of the SATA drive backplane.
6. Remove the RAID 1 system drive in slot 1 of the SATA drive backplane.



7. Perform step 4 above for the RAID 1 system drive 1.
8. Reinstall the RAID 1 system drive back into slot 1 of the SATA drive backplane.
9. Close and lock (if desired) the SATA drive bay door.
10. Power up the IDX4000.
11. Directly after the Quantum3D logo check at the Adaptec BIOS to ensure both drives show they are performing at the 1.5 Gbit speed.