

Solving Problems

If the TK50 subsystem controller board is the failing component, call Digital Field Service to have the controller replaced. Do not replace the controller yourself. If you do, you will void your service contract and warranty, unless you have a self-maintenance agreement with Digital.

WARNING: Removing the controller can be very dangerous. To ensure safety during servicing, THE POWER SWITCH MUST BE OFF AND THE AC POWER CORD DISCONNECTED FROM BOTH THE WALL OUTLET AND THE BACK OF THE SYSTEM.

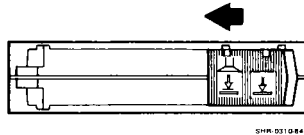
Diagnostic Failure with a Tape Cartridge Inserted

If the red light on the TK50 begins to flash rapidly during operation, the subsystem has detected an error. Depending on the type of error encountered, you may be able to clear the fault by pushing the load/unload switch four times. To remove the tape from the drive, place the switch in the UNLOAD position (Out).

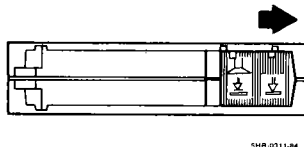
If the fault can be corrected, the tape starts to rewind (and both lights begin to flash slowly). If the red light continues to flash rapidly, the error is not correctable. Try this operation two or three times.

Read/Write Errors

If your computer system is reporting read or write errors that relate to the TK50, the problem may be with the tape. If your system is reporting write errors, the tape may be write protected. Check that the write protect switch on the tape cartridge is in the enabled position.



Tape Cartridge Write Protected



Tape Cartridge Write Enabled