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***Barracuda 4LP FC Disc Drive***

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***ST32171FC, ST34371FC, ST34571FC***

.....  
***Product Manual, Volume 1***



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## 1.0 Scope

This manual describes Seagate® Barracuda™ 4LP FC (Fibre Channel) disc drives.

Barracuda 4LP FC drives support the Fibre Channel Arbitrated Loop and SCSI Fibre Channel Protocol specifications to the extent described in this manual. The *Fibre Channel Interface Manual* (part number 77767496) describes the general Fibre Channel Arbitrated Loop characteristics of this and other Seagate Fibre Channel drives.

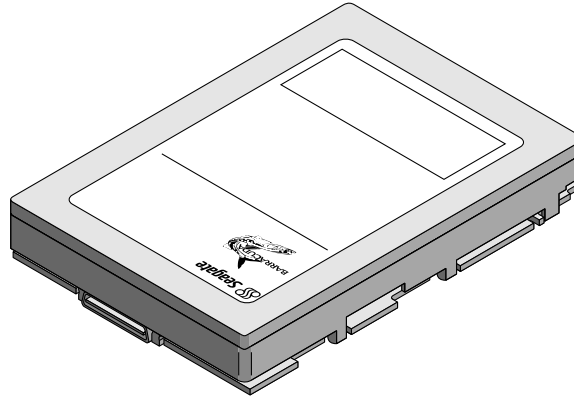


Figure 1. Barracuda 4LP FC family disc drive



## 2.0 Applicable standards and reference documentation

The drive has been developed as a system peripheral to the highest standards of design and construction. The drive depends upon its host equipment to provide adequate power and environment in order to achieve optimum performance and compliance with applicable industry and governmental regulations. Special attention must be given in the areas of safety, power distribution, shielding, audible noise control, and temperature regulation. In particular, the drive must be securely mounted in order to guarantee the specified performance characteristics. Mounting by bottom holes must meet the requirements of Section 8.5.

### 2.1 Standards

The Barracuda 4LP FC family complies with Seagate standards as noted in the appropriate sections of this manual and the Seagate *Fibre Channel Interface Manual*, part number 77767496 (Vol. 2).

The Barracuda 4LP FC disc drive is a UL recognized component per UL1950, CSA certified to CSA C22.2 No. 950-M89, and VDE certified to VDE 0805 and EN60950.

#### 2.1.1 Electromagnetic compatibility

The drive, as delivered, is designed for system integration and installation into a suitable enclosure prior to use. As such the drive is supplied as a subassembly and is not subject to Subpart B of Part 15 of the FCC Rules and Regulations nor the Radio Interference Regulations of the Canadian Department of Communications.

The design characteristics of the drive serve to minimize radiation when installed in an enclosure that provides reasonable shielding. As such, the drive is capable of meeting the Class B limits of the FCC Rules and Regulations of the Canadian Department of Communications when properly packaged. However, it is the user's responsibility to assure that the drive meets the appropriate EMI requirements in their system. Shielded I/O cables may be required if the enclosure does not provide adequate shielding. If the I/O cables are external to the enclosure, shielded cables should be used, with the shields grounded to the enclosure and to the host controller.

#### 2.1.2 Electromagnetic susceptibility

As a component assembly, the drive is not required to meet any susceptibility performance requirements. It is the responsibility of those integrating the drive within their systems to perform those tests required and design their system to ensure that equipment operating in the same system as the drive or external to the system does not adversely affect the performance of the drive. See Section 5.1.1 and Table 2, DC power requirements.

### 2.2 Electromagnetic compliance

Seagate uses an independent laboratory to confirm compliance to the directives/standard(s) for CE Marking and C-Tick Marking. The drive was tested in a representative system for typical applications. The selected system represents the most popular characteristics for test platforms. The system configurations include:

- 486, Pentium, and PowerPC microprocessors
- 3.5-inch floppy disc drive
- Keyboard
- Monitor/display
- Printer
- External modem
- Mouse

Although the test system with this Seagate model complies to the directives/standard(s), we cannot guarantee that all systems will comply. The computer manufacturer or system integrator shall confirm EMC compliance and provide CE Marking and C-Tick Marking for their product.

#### Electromagnetic compliance for the European Union

If this model has the CE Marking it complies with the European Union requirements of the Electromagnetic Compatibility Directive 89/336/EEC of 03 May 1989 as amended by Directive 92/31/EEC of 28 April 1992 and Directive 93/68/EEC of 22 July 1993.

## Australian C-Tick

If this model has the C-Tick Marking it complies with the Australia/New Zealand Standard AS/NZS3548 1995 and meets the Electromagnetic Compatibility (EMC) Framework requirements of Australia's Spectrum Management Agency (SMA).

### 2.3 Reference documents

*Barracuda 4LP FC Installation Guide*

Seagate part number: 77767495

*Fibre Channel Interface Manual*

Seagate part number: 77767496

*SCSI Interface Product Manual*

Seagate part number: 77738479

#### ANSI Fibre Channel Documents

X3.230-1995 FC Physical and Signaling Interface (FC-PH)

X3.272-1994 FC Arbitrated Loop (FC-AL)

X3T10-993.D Fibre Channel Protocol for SCSI (FCP)

TR X3.XXX-199X Private Loop SCSI Direct Attach

#### ANSI Small Computer System Interface (SCSI) Documents

X3.131-1994 (SCSI-2)

X3.270-199X (SCSI-3) Architecture Model

SFF-8045 Specification for 40-pin SCA-2 Connector with Parallel Selection, Rev. 3.7.

In case of conflict between this document and any referenced document, this document takes precedence.

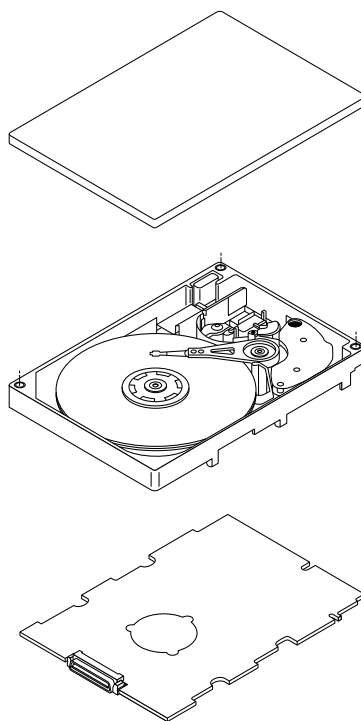
### 3.0 General description

Barracuda 4LP FC drives are random access storage devices designed to support the Fibre Channel Arbitrated Loop (FC-AL) and SCSI Fibre Channel Protocol as described in the ANSI specifications, this document, and the *Fibre Channel Interface Manual* (part number 77767496) which describes the general interface characteristics of this drive.

You can view the Fibre Channel interface simply as a transport vehicle for the supported command set (ST32171FC, ST34371FC, and ST34571FC drives use the SCSI command set). In fact, the Fibre Channel interface is unaware of the content or meaning of the information being transported. It simply packs the SCSI commands in frames, transports them to the appropriate devices, and provides error checking to ensure that the information reaches its destination accurately. Refer to the documents referenced in Section 2.3 if you require additional information about the Fibre Channel interface, FC-AL topology, or the SCSI fibre channel protocol.

The head and disc assembly (HDA) is environmentally sealed at the factory. Air recirculates within the HDA through a non-replaceable filter to maintain a contamination-free HDA environment.

Refer to Figure 2 for an exploded view of the drive. Never disassemble the HDA. This exploded view is for information only. Do not attempt to service items in the sealed enclosure (heads, media, actuator, etc.) as this requires special facilities. The drive contains no parts replaceable by the user and opening the HDA for any reason voids your warranty.



**Figure 2. Barracuda 4LP FC disc drive**

Barracuda 4LP FC drives use a dedicated landing zone at the innermost radius of the media to eliminate the possibility of destroying or degrading data by landing in the data zone. The heads automatically go to the landing zone when power is removed from the drive.

An automatic shipping lock prevents potential damage to the heads and discs that results from movement during shipping and handling. The shipping lock disengages and the head load process begins when power is applied to the drive.

The drives also use a high-performance actuator assembly design that provides excellent performance with minimum power dissipation.

### 3.1 Standard features

Barracuda 4LP FC drives have the following standard features:

- Integrated dual port FC-AL controller
- Support for FC-AL (Fibre Channel Arbitrated Loop)
- Differential copper FC drivers and receivers
- Downloadable firmware using the FC-AL interface
- Drive selection ID and configuration options are set on the FC-AL backpanel, T-card, or through interface commands. Jumpers are not required on the drive.
- Fibre Channel worldwide name uniquely identifies the drive and each port
- User-selectable logical block size (180 to 4,096 bytes)
- User-selectable number of spare sectors per cylinder
- Industry standard 3.5-inch low profile (1 inch high) form factor dimensions
- Programmable logical block reallocation scheme
- Flawed sector reallocation at format time
- Programmable autowrite and read reallocation
- 128-bit Reed-Solomon error correction code
- Sealed head and disc assembly (HDA)
- No preventive maintenance or adjustments required
- Dedicated head landing zone
- Automatic shipping lock
- Embedded Grey Code track address to eliminate seek errors
- Self-diagnostics performed at power on
- 1:1 interleave
- Zone bit recording (ZBR)
- Vertical, horizontal, or top down mounting
- Dynamic spindle brake
- 1,024 Kbyte data buffer (see Section 4.5)

### 3.2 Media description

The media used on the drive has a diameter of approximately 86 mm (approximately 3.5 inches). The aluminum substrate is coated with a thin film magnetic material, overcoated with a proprietary protective layer for improved durability and environmental protection.

### 3.3 Performance

- Programmable multi-segmentable cache buffer
- 100 Mbytes/sec maximum instantaneous data transfers
- 7,200 RPM spindle; average latency = 4.17 msec
- Command queuing of up to 64 commands
- Background processing of queue
- Supports start and stop commands
- Adaptive seek velocity; improved seek performance

### 3.4 Reliability

- 1,000,000 hour MTBF (Class A computer room environment)
- Fibre Channel (FC) interface transports SCSI protocol through CRC protected frames
- LSI circuitry
- Balanced low mass rotary voice coil actuator
- Seek To Improve Reliability (STIR) algorithm
- Self-Monitoring Analysis and Reporting Technology (S.M.A.R.T.)



### 3.5 Unformatted and formatted capacities

The standard OEM models are formatted to 512 bytes per block.

The standard OEM model capacities are listed below.

	<b>Formatted</b>	<b>Unformatted</b>
ST32171FC	2.16 Gbytes	2.65 Gbytes
ST34371FC	4.35 Gbytes	5.31 Gbytes
ST34571FC	4.55 Gbytes	5.54 Gbytes

Users having the necessary equipment may modify the data block size before issuing a format command and obtain different formatted capacities than those listed. User-available capacity also depends on the spare reallocation scheme you select. See the Mode Select command and the Format command in the *Fibre Channel Interface Manual* (part number 77767496).

### 3.6 Factory-installed accessories

OEM standard drives are shipped with the *Barracuda 4LP FC Installation Guide* (part number 77767495).

### 3.7 Factory-installed options

You may order the following items which are incorporated at the manufacturing facility during production or packaged before shipping:

- Single-unit shipping pack. The drive is normally shipped in bulk packaging to provide maximum protection against transit damage. Units shipped individually require additional protection as provided by the single unit shipping pack. Users planning single unit distribution should specify this option.
- *Barracuda 4LP FC Installation Guide* (part number 77767495).

### 3.8 User-installed accessories

The following accessories are available. All kits may be installed in the field.

- Single-unit shipping pack kit.
- Evaluation kit (part number 75783957).  
This kit provides an adapter card ("T-card") to allow cable connections for two FC ports and DC power. Two twin axial cables, 6 feet in length, are included for the input and output connections to one FC interface port.



## 4.0 Performance characteristics

This section provides detailed information concerning performance-related characteristics and features of Barracuda 4LP FC drives.

### 4.1 Internal drive characteristics

	ST32171FC	ST34371FC	ST34571FCST	
Drive capacity	2.65 .....	5.31 .....	5.54 .....	Gbytes (unformatted)
	2.15 .....	4.35 .....	4.55 .....	Gbytes (formatted with 512-byte sectors)
Read/write data heads	5 .....	10 .....	10	
Bytes per track	102,500 .....	102,500 .....	106,980 .....	Bytes (average, unformatted)
Bytes per surface	531 .....	531 .....	554 .....	Mbytes (unformatted)
Cylinders/tracks per surface	5,178 .....	5,178 .....	5,178 .....	Tracks (user accessible)
Tracks per inch	5,555 .....	5,555 .....	5,555 .....	TPI
Internal data rate	80-122 .....	80-122 .....	83-126 .....	Mbits/sec (variable with zone)
Disc rotation speed	7,200 .....	7,200 .....	7,200 .....	rpm
Avg rotational latency	4.17 .....	4.17 .....	4.17 .....	msec

### 4.2 Seek performance characteristics

Refer to paragraph 9.5, "FC-AL physical interface" and to the *Fibre Channel Interface Manual* (part number 77767496) for additional timing details.

#### 4.2.1 Access time

		Including drive controller overhead <sup>1, 2</sup> (msec) Drive level	
		Read	Write
Average	Typical <sup>3</sup>	9.4	10.4
	Maximum <sup>4</sup>	10.8	11.3
Single track	Typical <sup>3</sup>	2.0	2.1
	Maximum <sup>4</sup>	2.2	2.3
Full stroke	Typical <sup>3</sup>	17.5	18.5
	Maximum <sup>4</sup>	20.0	20.5

1. Execution time measured from receipt of the last byte of the Command Descriptor Block (CDB) to the request for a Status Byte Transfer to the Initiator.
2. Assumes no errors and no sector has been relocated.
3. Typical access times are measured under nominal conditions of temperature, voltage, and horizontal orientation as measured on a representative sample of drives.
4. Maximum times are specified over the worst case conditions of temperature, voltage margins, and drive orientation. When comparing specified access times, care should be taken to distinguish between typical access times and maximum access times. The best comparison is obtained by system benchmark tests conducted under identical conditions. Maximum times do not include error recovery.

#### 4.2.2 Format command execution time for $\geq 512$ -byte sectors

	ST32171FC	ST34371FC	ST34571FC
Maximum (with verify)	45 minutes	90 minutes	90 minutes
Maximum (without verify)	30 minutes	60 minutes	60 minutes

### 4.2.3 General performance characteristics

	ST32171FC ST34371FC ST34571FC
Minimum sector interleave	1 to 1
Data buffer to/from disc media (one 512-byte logical block)*	
Minimum	9.5 MBytes/sec
Average	13.2 MBytes/sec
Maximum	15.0 MBytes/sec
Data buffer transfer rate to/from disc media (<1 track)*	
Minimum	7.1 MBytes/sec
Average	10.2 MBytes/sec
Maximum	11.7 MBytes/sec
Fibre Channel Interface maximum instantaneous transfer rate	100 Mbytes/sec*
Logical block sizes	
Default is 512-byte data blocks	
Variable (180 to 992 bytes) in multiples of 4 bytes	
Variable (992 to 4,096 bytes) in multiples of 32 bytes	
Read/write consecutive sectors on a track	Yes
Overhead time for head switch in sequential mode	1 msec
Overhead time for one track cylinder switch in sequential mode	<2.4 msec (typical)
Average rotational latency	4.17 msec

\*Assumes no errors and no relocated logical blocks.

### 4.3 Start/stop time

If the Motor Start option is disabled, the drive becomes ready within 20 seconds after DC power is applied. If a recoverable error condition is detected during the start sequence, the drive executes a recovery procedure and the time to become ready may exceed 20 seconds. During the start sequence, the drive responds to some commands over the FC-AL interface. Stop time is less than 20 seconds (maximum) from removal of DC power.

If the Motor Start option is enabled, the internal controller accepts the commands listed in the *Fibre Channel Interface Manual* less than 3 seconds after DC power has been applied. After the Motor Start command has been received, the drive becomes ready for normal operations within 30 seconds (excluding the error recovery procedure). The Motor Start command can also be used to command the drive to stop the spindle.

There is no power control switch on the drive.

### 4.4 Prefetch/multi-segmented cache control

The drive provides a prefetch/multi-segmented cache algorithm that in many cases can enhance system performance. To select this feature the host sends the Mode Select command with the proper values in the applicable bytes in page 08h. Default is prefetch and read cache enabled.

If the Prefetch feature is enabled, data in contiguous logical blocks on the disc immediately beyond that which was requested by a Read command are retrieved and stored in the buffer for immediate transfer from the buffer to the host on subsequent Read commands that request those logical blocks (this is true even if cache operation is disabled). To enable Prefetch, use Mode Select page 08h, byte 12, bit 5 (Disable Read Ahead - DRA bit). DRA bit = 0 enables prefetch.

Since data that is prefetched replaces data already in some buffer segments, the host can limit the amount of prefetch data to optimize system performance. The Max Prefetch field (bytes 8 and 9) limits the amount of prefetch. The drive does not use the Prefetch Ceiling field (bytes 10 and 11).

#### 4.5 Cache operation

**Note.** Refer to the *Fibre Channel Interface Manual* for more detail concerning the cache bits.

Of the 1,024 Kbytes physical buffer space in the drive, 967.5 Kbytes can be used as a cache. The cache can be divided into logical segments from which data is read and to which data is written.

The drive keeps track of the logical block addresses of the data stored in each segment of the cache. If the cache is enabled (see RCD bit in the *Fibre Channel Interface Manual*), data requested by the host with a read command is retrieved from the cache, if possible, before any disc access is initiated. Data in contiguous logical blocks immediately beyond that requested by the Read command can be retrieved and stored in the cache for immediate transfer to the initiator on subsequent read commands. This is referred to as the prefetch operation. Since data that is prefetched may replace data already in the cache segment, an initiator can limit the amount of prefetch data to optimize system performance. The drive never prefetches more sectors than the number specified in bytes 8 and 9 of Mode page 08h. If the cache is not enabled, 967.5 Kbytes of the buffer are used as a circular buffer for read/writes, with no prefetch operation and no segmented cache operation.

The following is a simplified description of the prefetch/cache operation:

**Case A**—read command is received and the first logical block is already in cache:

1. Drive transfers to the initiator the first logical block requested plus all subsequent contiguous logical blocks that are already in the cache. This data may be in multiple segments.
2. When a requested logical block is reached that is not in any segment, the drive fetches it and any remaining requested logical block addresses from the disc and puts them in a segment of the cache. The drive transfers the remaining requested logical blocks from the cache to the initiator in accordance with the “buffer-full” ratio specification given in Mode Select Disconnect/Reconnect parameters, page 02h.
3. The drive prefetches additional logical blocks contiguous to those transferred in step 2 above and stores them in the segment. The drive stops filling the segment when the maximum prefetch value has been transferred.

**Case B**—read command is received and the first logical block address requested is not in any segment of the cache.

1. The drive fetches the requested logical blocks from the disc and transfers them into a segment, and then from there to the initiator in accordance with the “buffer-full” ratio specification given in Mode Select Disconnect/Reconnect parameters, page 02h.
2. The drive prefetches additional logical blocks contiguous to those transferred in Case A, step 2 above and stores them in the segment. The drive stops filling the segment when the maximum prefetch value has been transferred.

During a prefetch, the drive crosses a cylinder boundary to fetch data only if the Discontinuity (DISC) bit is set to 1 in bit 4 of byte 2 of the Mode Select parameters page 08h. Default is zero for bit 4.

Each cache segment is actually a self-contained circular buffer whose length is an integer number of logical blocks. The wrap-around capability of the individual segments greatly enhances the cache’s overall performance, allowing a wide range of user-selectable configurations. The drive supports operation of any integer number of segments from 1 to 16. Divide the 967.5 Kbytes in the buffer by the number of segments to get the segment size. Default is 3 segments.

##### 4.5.1 Caching write data

Write caching is a write operation by the drive that makes use of a drive buffer storage area where the data to be written to the medium is stored while the drive performs the Write command.

Write caching is enabled independently of read caching. Write caching is disabled by default on ST32171FC, ST34371FC, and ST34571FC drives. To enable the write cache, use the Write Caching Enable (WCE) bit.

For write caching, the same buffer space and segmentation is used as set up for read functions. When a write command is issued, the cache is first checked to see if any logical blocks that are to be written are already

stored in the cache from a previous read or write command. If there are, the respective cache segments are cleared. The new data is cached for subsequent read commands.

If a 10-byte CDB Write command (2Ah) is issued with the data page out (DPO) bit set to 1, no write data is cached, but the cache segments are still checked and cleared, if need be, for any logical blocks that are being written.

If the number of write data logical blocks exceeds the size of the segment being written into when the end of the segment is reached, the data is written into the beginning of the same cache segment, overwriting the data that was written there at the beginning of the operation. However, the drive does not overwrite data that has not yet been written to the medium.

## 5.0 Reliability specifications

The following reliability specifications assume correct host and drive operational interface, including all interface timings, power supply voltages, and environmental requirements.

Seek error rate:	Less than 10 errors in $10^8$ seeks
Recoverable media error rate (using default settings):	Less than 10 errors in $10^{11}$ bits transferred
Unrecovered media data:	Less than 1 sector in $10^{14}$ bits transferred
Miscorrected media data:	Less than 1 sector in $10^{21}$ bits transferred
Interface error rate:	Less than 1 error in $10^{12}$ bits transferred with minimum receive eye. Less than 1 error in $10^{14}$ bits transferred with typical receive eye. See Section 9.6.4, "Differential PECL input."
MTBF:	1,000,000 hours
Service life:	5 years
Preventive maintenance:	None required

### 5.1 Error rates

The error rates stated in this manual assume the following:

- The drive is operated in accordance with this manual using DC power as defined in paragraph 6.2, "DC power requirements."
- The drive has been formatted with the FC-AL format commands.
- Errors caused by media defects or host system failures are excluded from error rate computations.

#### 5.1.1 Environmental interference

When evaluating systems operation under conditions of electromagnetic interference (EMI), the performance of the drive within the system is considered acceptable if the drive does not generate an unrecoverable condition.

An unrecoverable error, or condition, is defined as one that:

- is not detected and corrected by the drive itself, or
- is not detected from the error or fault status provided through the drive or FC-AL interface, or
- is not recovered by normal drive or system recovery procedures without operator intervention.

#### 5.1.2 Interface errors

An interface error is defined as a failure of the receiver on a port to recover the data as transmitted by the device port connected to the receiver. The error may be detected as a running disparity error, illegal code, loss of word sync, or CRC error. The total error rate for a loop of devices is the sum of the individual device error rates.

#### 5.1.3 Write errors

Write errors can occur as a result of media defects, environmental interference, or equipment malfunction. Therefore, write errors are not predictable as a function of the number of bits passed.

If an unrecoverable write error occurs because of an equipment malfunction in the drive, the error is classified as a failure affecting MTBF. Unrecoverable write errors are those that cannot be corrected within two attempts at writing the record with a read verify after each attempt (excluding media defects).

#### 5.1.4 Seek errors

A seek error is defined as a failure of the drive to position the heads to the addressed track. There must be no more than ten recoverable seek errors in  $10^8$  physical seek operations. After detecting an initial seek error, the drive automatically reseek to the addressed track up to three times. If a reseek is successful, the Extended Sense reports a seek positioning error (15h), no seek complete error (02h), or track follow error (09h), and the sense key reports a recovered error (01h). If all three reseek fail, a seek positioning error (15h) is reported

with a Medium (03h) or Hardware error (04h) reported in the Sense Key. This is an unrecoverable seek error. Unrecoverable seek errors are classified as failures for MTBF calculations.

## 5.2 S.M.A.R.T.

S.M.A.R.T. is an acronym for Self-Monitoring Analysis and Reporting Technology. This system is intended to recognize conditions that indicate imminent drive failure and is designed to provide sufficient warning of a failure to allow you to back up the data before an actual failure occurs.

**Note.** The drive's firmware will monitor specific attributes for degradation over time but can't predict any sudden catastrophic drive failures.

Each monitored attribute has been selected to monitor a specific set of failure conditions in the operating performance of the drive and the thresholds are optimized to minimize "false" and "failed" predictions.

### Enabling and disabling S.M.A.R.T.

The host can enable S.M.A.R.T. with the DEXCPT bit on Mode Page 1Ch. This is the Informational Exceptions Control bit.

When this bit is enabled, S.M.A.R.T. data is periodically saved to disc every 10 minutes subject to a 2-second idle period on the loop. The process of saving S.M.A.R.T. data takes a maximum of 70 milliseconds and is not interruptible. This can result in processing delays of all SCSI commands received after initiating the S.M.A.R.T. data saving process.

The system will always initiate the data saving process at a threshold crossing to ensure proper and immediate saving of this condition.

### Monitored attributes

When S.M.A.R.T. is enabled, the drive firmware monitors the attributes listed in table 1 and if a predictive failure threshold for this attribute is met or exceeded, the firmware will report the associated sense code.

**Table 1: Predictive failure attributes and associated sense codes**

Attribute	Associated sense code	Meaning
Seek errors	01-5D43	Seek error rate exceeding limits
LBA reassignment	01-5D04	LBA reassignment exceeding limits
Spin-up retries	01-5D5B	Spin-up retry count exceeding limits

### Seek errors

Seek error rates are monitored on a per-head basis. The drive firmware increments a seek interval counter for every seek, and increments a seek error counter for every seek error.

If the seek error rate exceeds a predetermined threshold, the firmware decrements a seek failure history counter that has a minimum value of zero. If the seek error rate is below the predetermined threshold, the firmware increments the seek failure history counter. Each time the seek failure history counter changes, the corresponding seek interval and seek error counters are reset to zero and a smoothing algorithm is performed as described below. The firmware checks the seek failure counter for each head and identifies the seek failure history counter with the largest value. If this value exceeds the predetermined threshold value, the firmware issues the 01-5D43 predictive failure sense code.

The smoothing algorithm:

- a. calculates an average of all seek error counter values (across all heads),
- b. determines the seek history counter with the largest value (across all heads), and
- c. looks for a difference greater than the threshold value.



## Reallocations

Each time a reallocation is performed, the firmware determines the percentage of entries still available in the Reallocation Table (RTB). If the percentage of entries left falls below the predetermined threshold value, the firmware issues the 01-5D43 predictive failure sense code.

If the percentage of entries left falls below the threshold value, the firmware issues the 01-5D04 predictive failure sense code.

## Spinup errors

The drive measures the actuator buzz rate (the number of actuator buzzes compared to the number of drive spinups) to detect errors related to spinup.

The drive firmware increments a spinup counter for every spinup. The firmware may issue a normal, level 1, or level 3 actuator buzz during a spinup procedure. If the drive fails to spinup using a normal spinup routine, it issues a level 1 and then a level 3 actuator buzz. For every spinup error, the spinup error counter is advanced:

- by 1, if the error is a jog level 0 or 1 (first 2 levels), or
- by 3, if the jog level is >1.

If the actuator buzz rate is below a predetermined threshold, the spinup failure history counter is decremented (minimum value of zero). If the actuator buzz rate is above the predetermined threshold, the firmware increments the spinup failure history counter.

If the spinup error counter exceeds the threshold value, the firmware issues the 01-5D5B predictive failure sense code.

## 5.3 Reliability and service

The reliability of Barracuda 4LP FC disc drives can be enhanced by ensuring that the drive receives adequate cooling. This section provides recommended air-flow information, temperature measurements, and other information, which you can use to enhance the service life of the drive.

### 5.3.1 Mean time between failure (MTBF)

The production disc drive achieves an MTBF of 1,000,000 hours when operated in an environment that ensures the case temperatures specified in Section 8.4.1 are not exceeded. Short-term excursions up to the specification limits of the operating environment will not affect MTBF performance. Operating the drive at case temperatures above these values will adversely affect the drive's ability to meet specifications. See Section 6.4, "Environmental limits".

The following expression defines MTBF:

$$\text{MTBF} = \frac{\text{Estimated power-on operating hours in the period}}{\text{Number of drive failures in the period}}$$

Estimated power-on operating hours means the estimated total power-on hours for all drives in service. Drive failure means any stoppage or substandard performance caused by drive malfunction.

Data is calculated on a rolling-average base for a minimum period of six months.

### 5.3.2 Preventive maintenance

No routine scheduled preventive maintenance is required.

### 5.3.3 Service life

The drive has a useful service life of five years. Depot repair or replacement of major parts is permitted during the lifetime.

### 5.3.4 Service philosophy

Special equipment is required to repair the drive HDA. To achieve the above service life, repairs must be performed only at a properly equipped and staffed Seagate service and repair facility. Troubleshooting and repair of PCBs in the field is not recommended because of the extensive diagnostic equipment required for effective servicing. The drive warranty is voided if the HDA is opened.

### 5.3.5 Service tools

No special tools are required for site installation or recommended for site maintenance. The depot repair philosophy of the drive precludes the necessity for special tools. Field repair of the drive is not practical because users cannot purchase individual parts for the drive.

### 5.3.6 Product warranty

Beginning on the date of shipment to the customer and continuing for a period of five years, Seagate warrants that each product (including components and subassemblies) that fails to function properly under normal use due to defect in materials or workmanship or due to nonconformance to the applicable specifications will be repaired or replaced, at Seagate's option and at no charge to the customer, if returned by customer at customer's expense to Seagate's designated facility in accordance with Seagate's warranty procedure. Seagate will pay for transporting the repair or replacement item to the customer. For more detailed warranty information, refer to the standard terms and conditions of purchase for Seagate products on your purchase documentation.

The remaining warranty for a particular drive can be determined by calling Seagate Customer Service at 1-800-468-3472. The drive serial number is required to determine remaining warranty information.

### Shipping

When transporting or shipping a drive, use only a Seagate approved container. Keep your original box. Seagate approved containers are easily identified by the Seagate Approved Package label. Shipping a drive in a non-approved container voids the drive warranty.

Seagate repair centers may refuse receipt of components improperly packaged or obviously damaged in transit. Contact your authorized Seagate distributor to purchase additional boxes. Seagate recommends shipping by an air-ride carrier experienced in handling computer equipment.

### Product repair and return information

Seagate customer service centers are the only facilities authorized to service Seagate drives. Seagate does not sanction any third-party repair facilities. Any unauthorized repair or tampering with the factory seal voids the warranty.

### 5.3.7 Hot plugging the drive

Inserting and removing the drive on the FC-AL will interrupt loop operation. The interruption occurs when the receiver of the next device in the loop must synchronize to a different input signal. FC error detection mechanisms, character sync, running disparity, word sync, and CRC are able to detect any error. Recovery is initiated based on the type of error.

The disc drive defaults to the FC-AL Monitoring state, Pass-through state, when it is powered-on by switching the power or hot plugged. The control line to an optional port bypass circuit (external to the drive), defaults to the Enable Bypass state. If the bypass circuit is present, the next device in the loop will continue to receive the output of the previous device to the newly inserted device. If the bypass circuit is not present, loop operation is temporarily disrupted until the next device starts receiving the output from the newly inserted device and regains synchronization to the new input.

The Pass-through state is disabled while the disc performs self test of the FC interface. The control line for an external port bypass circuit remains in the Enable Bypass state while self test is running. If the bypass circuit is present, loop operation may continue. If the bypass circuit is not present, loop operation will be halted while the self test of the FC interface runs.

When the self test completes successfully, the control line to the bypass circuit is disabled and the drive enters the FC-AL Initializing state. The receiver on the next device in the loop must synchronize to output of the newly inserted drive.

If the self-test fails, the control line to the bypass circuit remains in the Enable Bypass state.

**Note.** It is the responsibility of the systems integrator to assure that no temperature, energy, or voltage hazard is presented during the hot connect/disconnect (hot plug) operation. Discharge the static electricity from the drive carrier prior to inserting it into the system.

**Caution.** The drive motor must come to a complete stop prior to changing the plane of operation. This time is required to insure data integrity.



## 6.0 Physical/electrical specifications

This section provides information relating to the physical and electrical characteristics of the drive.

### 6.1 AC power requirements

None.

### 6.2 DC power requirements

The voltage and current requirements for a single drive are shown below. On-board +3.3V current is derived entirely from the +5V supply. Values indicated apply at the drive connector.

**Table 2: DC power requirements**

	Notes [5]	ST34371FC ST34571FC		ST32171FC	
		+5V ±5% (Amps)	+12V ±5% <sup>[2]</sup> (Amps)	+5V ±5% (Amps)	+12V ±5% <sup>[2]</sup> (Amps)
Voltage regulation					
Avg idle current	[1] [7]	1.61	0.53	1.61	0.51
Max start current (peak DC)	[3]	1.77	2.69	1.77	2.50
Delayed motor start (max)	[1] [4]	1.65	0.13	1.65	0.13
Operating current:					
Typical	[1] [6]	1.70	0.88	1.70	0.86
Maximum	[1]	1.80	0.91	1.80	0.89
Max (peak)		1.83	2.23	1.83	2.12

- [1] Measured with average reading DC ammeter. Instantaneous +12V current peaks will exceed these values.
- [2] A –10% tolerance is allowed during initial spindle start but must return to ±5% before reaching 10,033 RPM. The ±5% must be maintained after the drive signifies that its power-up sequence has been completed and that the drive is able to accept selection by the host initiator.
- [3] See +12V current profile in Figure 3.
- [4] This condition occurs when the Motor Start option is enabled and the drive has not yet received a Start Motor command.
- [5] See paragraph 6.2.1, “Conducted noise immunity.” Specified voltage tolerance includes ripple, noise, and transient response.
- [6] Operating condition is defined as random seek reads of 64 blocks.
- [7] All power-saving features enabled.

#### General DC power requirement notes.

1. Minimum current loading for each supply voltage is not less than 4% of the maximum operating current shown.
2. The +5V and +12V supplies should employ separate ground returns.
3. Where power is provided to multiple drives from a common supply, careful consideration for individual drive power requirements should be noted. Where multiple units are powered on simultaneously, the peak starting current must be available to each device.

### 6.2.1 Conducted noise immunity

Noise is specified as a periodic and random distribution of frequencies covering a band from DC to 10 MHz. Maximum allowed noise values given below are peak-to-peak measurements and apply at the drive power connector.

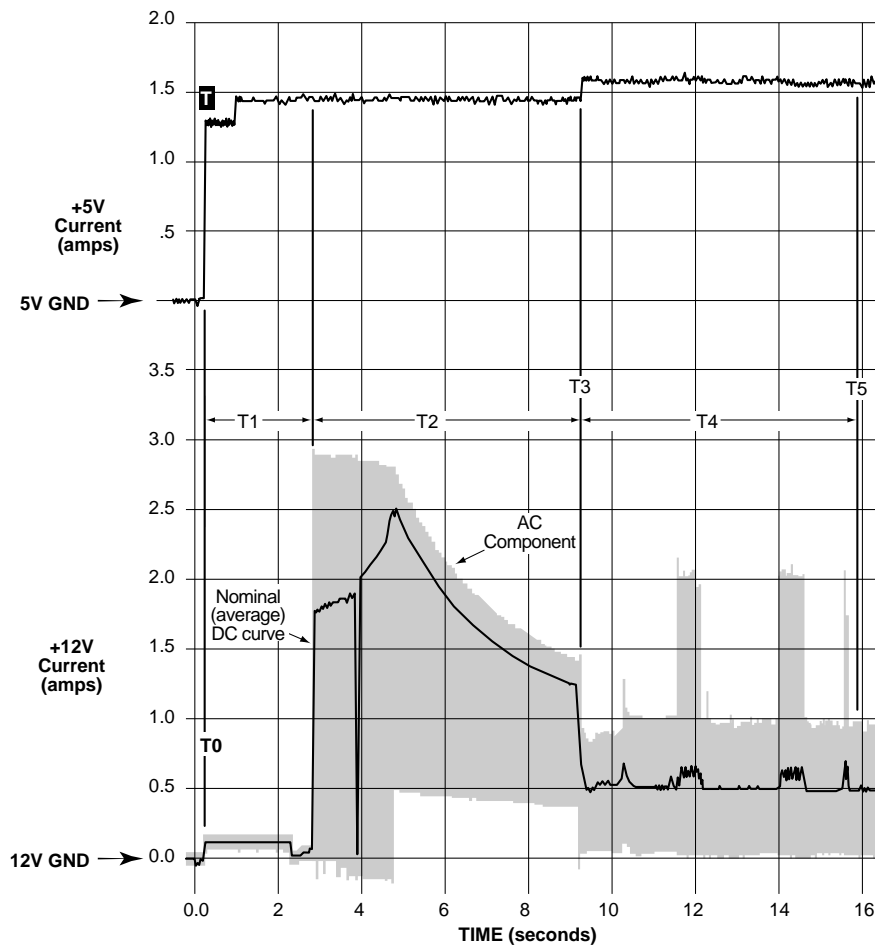
	+5V	+12V
0 to 100 kHz	150mV	150mV
100 kHz to 10 MHz	100mV	100mV

### 6.2.2 Power sequencing

The drive does not require power sequencing. The drive protects against inadvertent writing during power-up and down.

### 6.2.3 12V current profile

Figure 3 identifies the drive +12V current profile. The current during the various times is as shown:



**Figure 3.** Typical Barracuda 4LP FC drive +12V current profile

- T0 Power is applied to the drive.
- T1 Controller self-tests are performed.
- T2 Spindle begins to accelerate under current limiting after performing internal diagnostics.
- T3 Spindle is up to speed and the Head-Arm restraint is unlocked. Heads move from the landing zone to the data area.
- T4 The adaptive calibration sequence is performed.
- T5 Calibration is complete and the drive is ready for reading and writing.

**Note.** All times and currents are typical. See Table 2 for maximum starting and operating current requirements.

### 6.3 Power dissipation

Typical seek power dissipation is 19 watts (64.8 BTUs per hour) of DC power average at nominal voltages. Typical power dissipation under idle conditions is 14.5 watts (49.5 BTUs per hour).

### 6.4 Environmental limits

Temperature and humidity values experienced by the drive must be such that condensation does not occur on any drive part. Altitude and atmospheric pressure specifications are referenced to a standard day at 58.7°F (14.8°C). Maximum wet bulb temperature is 82°F (28°C).

#### 6.4.1 Temperature

##### a. Operating

The MTBF specification for the drive is based on operating at a local ambient temperature of 86°F (30°C). Occasional excursions to drive ambient temperatures to 122°F (50°C) may occur without impact to specified MTBF. The enclosure for the drive should be designed such that the case temperatures at the locations specified in Figures 8 and 9 are not exceeded. Air flow may be needed to achieve these temperature values. Continual or sustained operation at case temperatures above these values may degrade MTBF.

The drive meets all specifications over a 41°F to 122°F (5°C to 50°C) drive ambient temperature range with a maximum gradient of 36°F (20°C) per hour when the case temperature limits specified above are not exceeded.

##### b. Non-operating

Non-operating temperature should remain between –40°F to 158°F (–40°C to 70°C) package ambient with a maximum gradient of 36°F (20°C) per hour. This assumes that the drive is packaged in the shipping container designed by Seagate.

#### 6.4.2 Relative humidity

The values below assume that no condensation on the drive occurs.

##### a. Operating

5% to 90% relative humidity with a maximum gradient of 10% per hour.

##### b. Non-operating

5% to 95% relative humidity with a maximum gradient of 10% per hour.

#### 6.4.3 Effective altitude (sea level reference)

##### a. Operating

–1,000 to +10,000 feet (–305 to +3,048 meters)

##### b. Non-operating

–1,000 to +40,000 feet (–305 to +12,210 meters)

#### 6.4.4 Shock and vibration

Shock and vibration limits specified in this document are measured directly on the drive chassis. If the drive is installed in an enclosure to which the stated shock and/or vibration criteria are applied, resonances may occur internally to the enclosure resulting in drive movement in excess of the stated limits. If this situation is apparent, it may be necessary to modify the enclosure to minimize drive movement.

The limits of shock and vibration defined within this document are specified with the drive mounted in a vertical or horizontal position.

##### 6.4.4.1 Shock

###### a. Operating (normal)

The drive, as installed for normal operation, will operate error free while subjected to intermittent shock not exceeding 2.0 Gs at a maximum duration of 11 msec (half sinewave). Shock may be applied in the X, Y, or Z axis.

b. Operating (abnormal)

Equipment as installed for normal operation will not incur physical damage while subjected to intermittent shock not exceeding 10 Gs at a maximum duration of 11 msec (half sinewave). Shock occurring at abnormal levels may promote degraded operational performance during the abnormal shock period. Specified operational performance will continue when normal operating shock levels resume. Shock may be applied in the X, Y, or Z axis. Shock is not to be repeated more than two times per second.

c. Non-operating

The limits of non-operating shock apply to all conditions of handling and transportation. This includes both isolated drives and integrated drives.

The drive subjected to non-repetitive shock not exceeding 75 Gs at a maximum duration of 11 msec (half sinewave) will not exhibit device damage or performance degradation. Shock may be applied in the X, Y, or Z axis.

The drive subjected to non-repetitive shock not exceeding 100 Gs at a maximum of 2 msec (half sinewave) will not exhibit device damage or performance degradation. Shock may be applied in the X, Y, or Z axis.

d. Packaged

The drive as packaged in a single or multiple drive pack of gross weight 20 pounds (8.95 kg) or less by Seagate for general freight shipment will withstand a drop test from 48 inches (1,070 mm) against a concrete floor or equivalent.

#### 6.4.4.2 Vibration

a. Operating (normal)

The drive as installed for normal operation will operate error free while subjected to continuous vibration not exceeding:

5–350 Hz @ 0.5 G

Vibration may be applied on the X, Y, or Z axis.

b. Non-operating

The limits of non-operating vibration apply to all conditions of handling and transportation. This includes both isolated drives and integrated drives.

The drive will not incur physical damage or degraded performance as a result of continuous vibration not exceeding:

5–22 Hz @ 0.081 in. (2.05 mm) displacement

22–350 Hz @ 2.00 Gs

Vibration may be applied in the X, Y, or Z axis.

#### 6.4.5 Air cleanliness

The drive is designed to operate in a typical office environment with minimal environmental control.

#### 6.5 Electromagnetic susceptibility

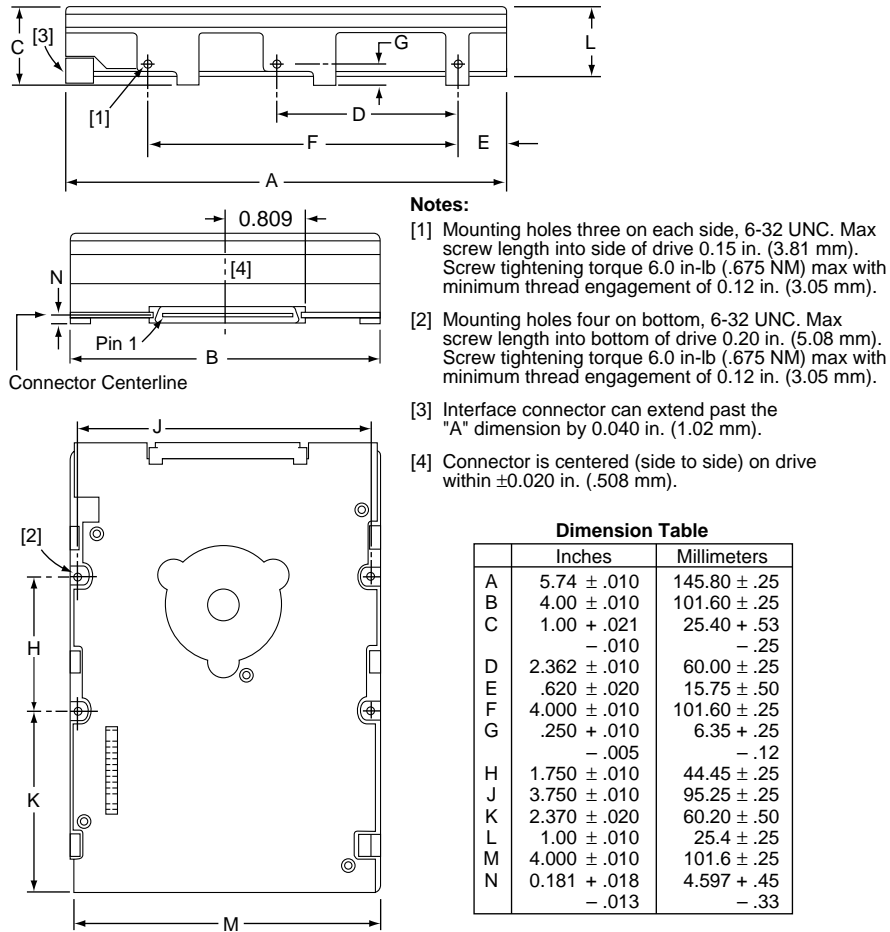
As a component part, the drive is not required to meet any susceptibility performance requirements. It is the responsibility of the system integrator to perform tests required to ensure that equipment operating in the same system as the drive does not adversely affect the performance of the drive. See paragraph 6.2, “DC power requirements.”



**6.6 Mechanical specifications**

The following nominal dimensions are exclusive of the decorative front panel accessory. Refer to Figure 4 for detailed mounting configuration dimensions for the drive. Refer to Figure 12 for detailed FC-AL SCA connector dimensions.

Height	1.00 in	25.4 mm
Width	4.00 in	101.6 mm
Depth	5.74 in	145.8 mm
Weight	1.5 lb	0.68 kilograms



**Figure 4. Mounting configuration dimensions**



## 7.0 Defect and error management

The drive, as delivered, complies with this product manual. The read error rates and specified storage capacities are not dependent upon use of defect management routines by the host (initiator).

Defect and error management in the SCSI protocol involves the drive internal defect/error management and FC-AL system error considerations (errors in communications between the initiator and the drive). Tools for use in designing a defect/error management plan are briefly outlined in this section. References to other sections are provided when necessary.

### 7.1 Drive internal defects/errors

Identified defects are recorded on the drive defects list tracks (referred to as the primary or ETF defect list). These known defects are reallocated during the initial drive format operation at the factory. See the Format Unit command in the *Fibre Channel Interface Manual* (part number 77767496). Data correction by ECC is applied to recover data from additional flaws if they occur.

Details of the SCSI commands supported by the drive are described in the *Fibre Channel Interface Manual*. Also, more information on the drive Error Recovery philosophy is presented in the *Fibre Channel Interface Manual*.



## 8.0 Installation

Barracuda 4LP FC disc drive installation is a plug-and-play process. There are no jumpers, switches, or terminators on the drive which need to be set. Simply plug the drive into the host's 40-pin Fibre Channel backpanel connector (FC-SCA)—no cables are required. Refer to Section 9.5 for additional information about this connector.

The FC-AL interface is used to select drive ID and all option configurations for devices on the loop.

If multiple devices are on the same FC-AL and physical addresses are used, set the device selection IDs (SEL IDs) on the backpanel so that no two devices have the same selection ID. This is called the hard assigned arbitrated loop physical address (AL\_PA). There are 125 AL\_PAs available (see Table 19). If you set the AL\_PA on the backpanel to any value other than 0, the device plugged into the backpanel's SCA connector inherits this AL\_PA. In the event you don't successfully assign unique hard addresses (and therefore have duplicate selection IDs assigned to two or more devices), the FC-AL generates a message indicating this condition. If you set the AL\_PA on the backpanel to a value of 0, the system issues a unique soft-assigned physical address automatically.

Loop initialization is the process used to verify or obtain an address. The loop initialization process is performed when power is applied to the drive, when a device is added or removed from the Fibre Channel loop, or when a device times out attempting to win arbitration.

- Set all option selections in the connector prior to applying power to the drive. If you change options after applying power to the drive, recycle the drive power to activate the new settings.
- It is not necessary to low level format this drive. The drive is shipped from the factory low level formatted in 512-byte logical blocks. You need to reformat the drive only if you want to select a different logical block size.

### 8.1 Drive ID/option selection

All drive options are made through the interface connector (J1). Table 16 provides the pin descriptions for the 40-pin Fibre Channel single connector (J1).

### 8.2 LED connections

A connector, J6, is provided on the printed circuit board (PCB) to provide port bypass, drive active, and drive fault LED connections (see Figure 6). Refer to Sections 9.5.7, 9.5.8, and 9.5.9 for descriptions of LED functions.

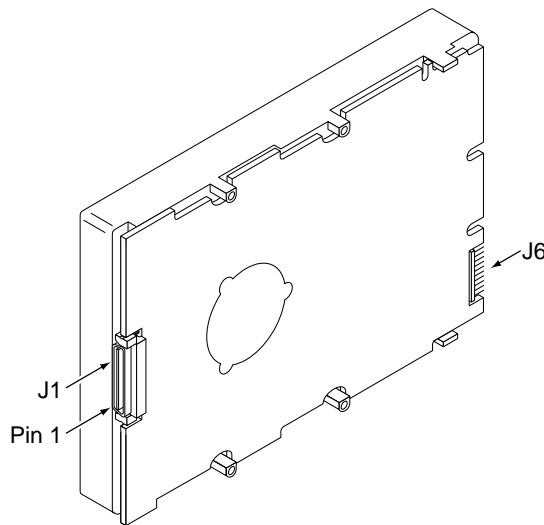
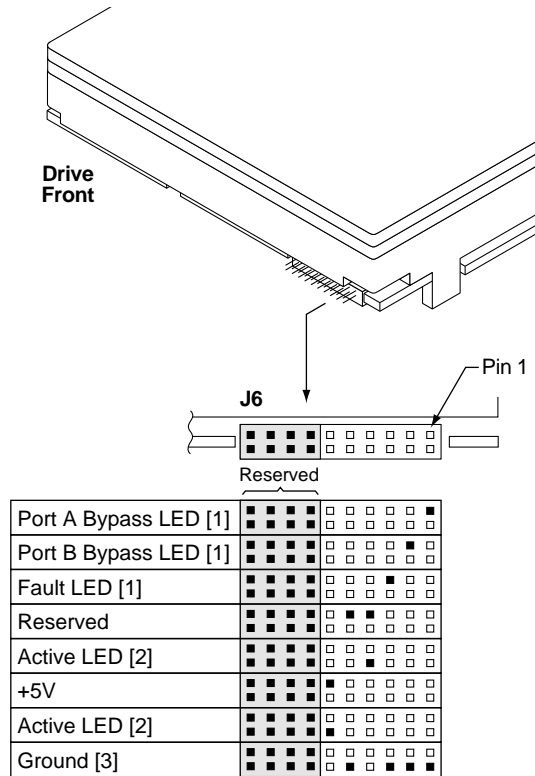


Figure 5. Physical interface



- [1] The drive has a 2.2K ohm resistor in series with this LED driver. Tie the minus side of an external high-efficiency LED (i.e., 2ma) to this pin. Connect the plus side of the LED to +5V.
- [2] An external current-limiting resistor is required when connecting an LED to this pin. The minus side of the resistor/LED combination is connected to this pin. Connect the plus side to +5V. This pin is connected in parallel with the signal of the same name in the interface connector (J1). The total current through both connectors is specified in Section 9.6 on page 51.
- [3] Jumper storage location (across pins 2 and 4).

**Figure 6. LED indicator connector**

**8.2.1 J6 connector requirements**

Recommended mating connector part number: Berg receptacle, 6-position, Berg part number 690-006.

**8.3 Drive orientation**

The drive may be mounted in any orientation. All drive performance characterizations, however, have been done with the drive in horizontal (discs level) and vertical (drive on its side) orientations, which are the two preferred mounting orientations.

**8.4 Cooling**

Cabinet cooling must be designed by the customer so that the ambient temperature immediately surrounding the drive will not exceed temperature conditions specified in Section 6.4.1, "Temperature." Specific consideration should be given to make sure adequate air circulation is present around the printed circuit board (PCB) to meet the requirements of Section 6.4.1, "Temperature."

### 8.4.1 Air flow

The rack, cabinet, or drawer environment for the drive must provide cooling of the electronics and head and disc assembly (HDA). You should confirm that adequate cooling is provided using the temperature measurement guidelines described below.

The drive should be oriented, or air flow directed, so that the least amount of air-flow resistance is created while providing air flow to the electronics and HDA. Also, the shortest possible path between the air inlet and exit should be chosen to minimize the travel length of air heated by the drive and other heat sources within the rack, cabinet, or drawer environment.

Possible air-flow patterns are shown in Figure 7. The air-flow patterns are created by one or more fans, either forcing or drawing air as shown in the illustrations. Other air-flow patterns are acceptable as long as the temperature measurement guidelines are met.

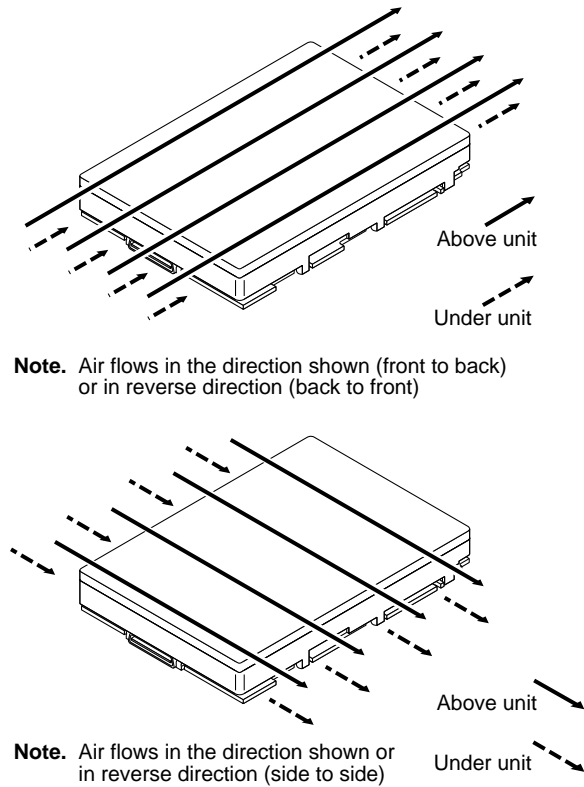


Figure 7. Air flow

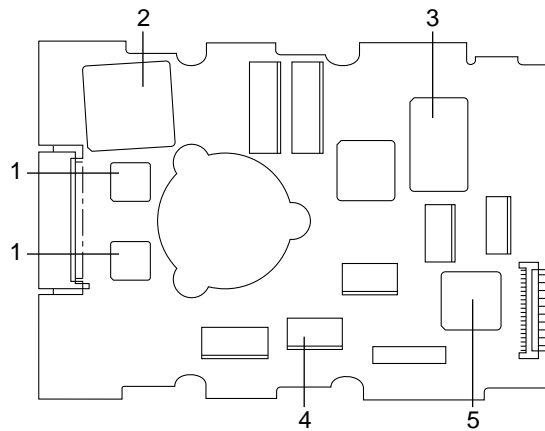
To confirm that the required cooling for the electronics and HDA is provided, place the drive in its final mechanical configuration, perform random write/read operations and, after the temperatures stabilize, measure the case temperature of the components listed below.

**PCB and HDA temperatures**

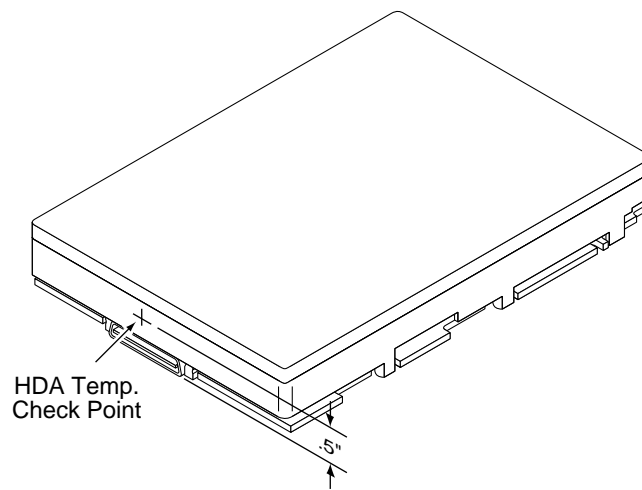
<b>Component</b>	<b>Reference</b>	<b>MTBF 1,000,000 hours at 30°C case temperature (°C)</b>
HDA	Figure 9	40
Transceiver	1	66
Aurora	2	61
Servo DSP (London)	3	49
Motor Control (Bullet)	4	60
Read Chain (4911)	5	72

To obtain the maximum temperature for each of the reference components listed, add 20°C to the 1,000,000 hour MTBF case temperatures. Operation of the drive at the maximum case temperature is intended for short time periods only. Continuous operation at the elevated temperatures will reduce product reliability.

The maximum allowable HDA case temperature is 60°C (see Figure 9).



**Figure 8. PCB temperature measurement locations**



**Figure 9. HDA case temperature measurement location**



## 8.5 Drive mounting

Mount the drive using the bottom or side mounting holes. If you mount the drive using the bottom holes, ensure that you do not physically distort the drive by attempting to mount it on a stiff, non-flat surface.

The allowable mounting surface stiffness is 80 lb/in (14.0 N/mm). The following equation and paragraph define the allowable mounting surface stiffness:

$$k = \frac{F}{x} = \frac{80 \text{ lb}}{\text{in}} \text{ or } \frac{14.0 \text{ N}}{\text{mm}}$$

where k is the mounting surface stiffness (units in lb/in or N/mm) and x is the out-of-plane distortion (units in inches or millimeters). The out-of-plane distortion (x) is determined by defining a plane with three of the four mounting points fixed and evaluating the out-of-plane deflection of the fourth mounting point when a known force (F) is applied to the fourth point.

## 8.6 Grounding

Signal ground (PCB) and HDA ground are connected together in the drive and cannot be separated by the user. Maximizing the conductive contact area between HDA ground and system ground may reduce radiated emissions. If you do not want the system chassis to be connected to the HDA/PCB ground, you must provide a nonconductive (electrically isolating) method of mounting the drive in the host equipment; however, this may increase radiated emissions and is the system designer's responsibility.



## 9.0 Interface requirements

This section partially describes the interface requirements as implemented on ST32171FC, ST34371FC, and ST34571FC drives. Additional information is provided in the *Fibre Channel Interface Manual* (part number 77767496).

### 9.1 FC-AL features

This section lists the Fibre Channel-specific features supported by ST32171FC, ST34371FC, and ST34571FC drives.

#### 9.1.1 Fibre Channel link service frames

Table 3 lists the link services supported by ST32171FC, ST34371FC, and ST34571FC drives.

**Table 3: Link services supported**

Type of frame	Link service
Basic link service frames	Abort Sequence (ABTS)
Basic link service reply frames	Basic_Accept (BA_ACC) Basic_Reject (BA_RJT)
Extended link service frames	N_Port Login (PLOGI) Logout (LOGO) Process Login (PRLI) Process Logout (PRLO) Read Link Status (RLS) Port Discovery (PDISC) Address Discovery (ADISC) Third-party Process Logout (TRPLO)
Extended link service reply frames	Accept (ACC) Link Service Reject (LS_RJT)

#### 9.1.2 Fibre Channel task management functions

Table 4 lists the Fibre Channel SCSI Fibre Channel Protocol (FC SCSI FCP) task management functions supported.

**Table 4: Fibre Channel SCSI FCP task management functions**

Task name	Supported
Terminate task	No
Clear ACA	Yes
Target reset	Yes
Clear task set	Yes
Abort task set	Yes

#### 9.1.3 Fibre Channel task management responses

Table 5 lists the FC SCSI FCP response codes returned for task management functions supported.

**Table 5: FC SCSI FCP response codes**

Function name	Response code
Function complete	00
Function not supported	04
Function reject	05

### 9.1.4 Fibre Channel port login

Table 6 identifies the required content of the N\_Port Login (PLOGI) payload from an initiator.

**Table 6: N\_Port login (PLOGI) payload**

Bytes																	
0-15	03	00	00	00	09	09	BB	BB	CF	XX	FS	FS	XX	XX	XX	XX	Common
16-31	XX	XX	XX	XX	PN	PN	PN	PN	PN	PN	PN	PN	NN	NN	NN	NN	
32-35	NN	NN	NN	NN													
36-47					XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	Class 1
48-51	XX	XX	XX	XX													
52-63					XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	Class 2
64-67	XX	XX	XX	XX													
68-79					SO	SO	IC	IC	XX	XX	FS	FS	XX	CS	XX	XX	Class 3
80-83	OS	OS	XX	XX													
84-95					XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	Reserved
96-99	XX	XX	XX	XX													
100-111					XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	XX	Vendor
112-115	XX	XX	XX	XX													Version

X Indicates a four bit (hex) field is not checked.

x Indicates a single bit is not checked.

BB BB-Credit. This field is not checked. The FC-AL drive uses BB-Credit of zero.

CF Common features. This binary field selects the common features requested by the initiator login.

MSB	Continuously increasing offset	Must = 1
	Random relative offset	Not checked. Port Login Accept will return a 0—not supported.
	Valid version level	x
	N_Port/F_Port	Must = 0, N_Port
	Alternate credit model	Must = 1
	Other bits reserved	XXX

FS Receive buffer field size. The FS field in the common and Class 3 parameters is checked for the range  $128 < FS < 2112$  and a multiple of four bytes. For multiple frame sequences, all frames but the last frame of the sequence must be this size. Only the receive buffer field size in the Class 3 parameters is used.

PN Port name (initiator's)—saved with the login parameters. If a change of the port name/AL\_PA address association is detected during a Port DISCOVERY, an implicit logout occurs and a LS\_RJT is returned to the initiator.

NN Node name. The node name is not checked or saved by the drive.

SO Service options Class 3 only

MSB	Class valid	Must = 1
	Intermix	x
	Stacked connection required	xx
	Sequential delivery	x
	Other bits reserved	xxx

IC Initiator control

MSB	XID reassign	xx
	Proc Assc	10 or 11 causes the login to be rejected. Other values are accepted.
	ACK_0	xx
	ACK_N	xx

CS Concurrent sequences Must be a value greater than 0.

OS Open sequences per exchange Must be a value greater than 0.



### 9.1.8 Fibre Channel Arbitrated Loop options

Table 10 lists the FC-AL options supported by ST32171FC, ST34371FC, and ST34571FC drives.

**Table 10: FC-AL options supported**

Option	Supported
OPEN Half Duplex	Sent to open another device. Accepted from another device.
OPEN Full Duplex	Accepted from another device.
Private Loop	Yes
Public Loop	No
Old Port State	No
Loop Position	Yes
Loop Position Report	Yes

### 9.2 Dual port support

ST32171FC, ST34371FC, and ST34571FC drives have two ports for connection to two independent loops. Both loops may be active, but only one of these ports may be receiving or originating transfers at any one time.

Do not connect both ports to the same loop.

### 9.3 SCSI interface commands supported

Table 11 lists the SCSI interface commands that ST32171FC, ST34371FC, and ST34571FC drives support.

**Table 11: Supported commands**

Command code	Supported	Command name
00h	Y	Test unit ready
01h	Y	Rezero unit
03h	Y	Request sense
	Y	Extended sense
	Y	Field pointer bytes
	Y	Actual retry count bytes
04h	Y	Format unit [1]
07h	Y	Reassign blocks
08h	Y	Read
0Ah	Y	Write
0Bh	Y	Seek
12h	Y	Inquiry
	Y	Vital product data page
	Y	Unit serial number page
	Y	Implemented operating def. page
	Y	Firmware numbers page
	Y	Date code page
	Y	Jumper settings page
15h	Y	Mode select (same pages as Mode Sense command shown below)
16h	N	Reserve [3]
17h	N	Release [3]
18h	N	Copy
1Ah	Y	Mode sense

Table 11: Supported commands (*continued*)

Command code	Supported	Command name
	Y	Unit attention page (00h)
	Y	Error recovery page (01h)
	Y	Disconnect/reconnect control (page 02h)
	Y	Format page (03h)
	Y	Rigid disc drive geometry page (04h)
	Y	Verify error recovery page (07h)
	Y	Caching parameters page (08h)
	Y	Control mode page (0Ah)
	Y	Notch and partition page (0C) (media zones)
	Y	Power control page (1Ah)
	Y	Information exceptions control page (1Ch)
1Bh	Y	Start unit/stop unit
1Ch	Y	Receive diagnostic results
	Y	Supported diagnostics pages
	Y	Translate page
1Dh	Y	Send diagnostics page
	Y	Supported diagnostics pages
	Y	Translate page
25h	Y	Read capacity
28h	Y	Read extended
	Y	Disable page out
	Y	Force unit access
	Y	Relative address
2Ah	Y	Write extended
	Y	Disable page out
	Y	Force unit access
	N	Relative address
2Bh	Y	Seek extended
2Eh	Y	Write and verify
	Y	Disable page out
	Y	Byte check
	N	Relative address
2Fh	Y	Verify
	Y	Disable page out
	Y	Byte check
	N	Relative address
30h	N	Search data high
31h	N	Search data equal
32h	N	Search data low
33h	N	Set limits
34h	N	Prefetch
35h	Y	Synchronize cache
36h	N	Lock-unlock-cache
37h	Y	Read defect data

Table 11: Supported commands (*continued*)

Command code	Supported	Command name
39h	N	Compare
3Ah	N	Copy and verify
3Bh	Y	Write buffer
	Y	Write combined header and data mode (0)
	Y	Write data mode (2)
	N	Download microcode mode (4)
	Y	Download microcode and save modes (5)
	N	Download microcode with offsets mode (6)
	Y	Download microcode with offsets and save mode (7)
	Y	Firmware download option [2]
3Ch	Y	Read buffer
	Y	Read combined header and data mode (0)
	Y	Read data mode (2)
	Y	Read descriptor mode (3)
3Eh	Y	Read long
3Fh	Y	Write long
40h	N	Change definition
41h	N	Write same
42-4Bh	N	Not used
4Ch	Y	Log Select
4Dh	Y	Log Sense
4E-54h	N	Not used
55h	Y	Mode Select (10) [4]
56h	Y	Reserved (10)
	Y	3rd party reserve
	N	Extend reservation
57h	Y	Released (10)
58-59h	N	Not used
5Ah	Y	Mode Sense (10) [4]
5B-5Fh	N	Not used
60-BFh	N	Not used
C0-DFh	N	Not used
EO-FFh	N	Not used

[1] Barracuda 4LP FC drives can format to any multiple of four bytes per logical block in the range 180 to 992 bytes and any multiple of 32 bytes per logical block in the range 992 to 4,096 bytes.

[2] **Warning.** Power loss during flash programming can result in firmware corruption. This usually makes the drive inoperable.

[3] The 6-byte Reserve and Release commands are not supported because they do not support the third-party address space required for Fibre Channel.

[4] Reference Mode Sense command 1Ah for mode pages supported.

### 9.3.1 Inquiry data

Table 12 lists the Inquiry command data that the drive should return to the initiator per the format given in the *Fibre Channel Interface Manual*.



Table 12: Barracuda 4LP FC inquiry data

Bytes	Data (hex)																
0-15	00	00	**	22	8B	00	PP	02	53	45	41	47	41	54	45	20	Vendor ID
16-31	53	54	[33	34	33	37	31	46	43]	20	20	20	20	20	20	20	Product ID
32-47	R#	R#	R#	R#	S#	S#	S#	S#	S#	S#	S#	S#	00	00	00	00	
48-63	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	
64-79	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	
80-95	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	
96-111	00	43	6F	70	79	72	69	67	68	74	20	28	63	29	20	31*	*Copyright
112-127	39*	39*	37*	20	53	65	61	67	61	74	65	20	41	6C	6C	20	notice
128-143	72	69	67	68	74	73	20	72	65	73	65	72	76	65	64	20	

\* Copyright year (changes with actual year).

\*\* 02 = SCSI-2 implemented with some SCSI-3 features (default).

PP 50 = Inquiry data for an Inquiry command received on Port A.

70 = Inquiry data for an Inquiry command received on Port B.

R# Four ASCII digits representing the last four digits of the product firmware release number.

S# Eight ASCII digits representing the eight digits of the product serial number.

D# Reserved 00 00 00 00.

[ ] Bytes 16 through 24 reflect drive model.

### 9.3.2 Mode Sense data

The Mode Sense command provides a way for the drive to report its operating parameters to the initiator. The drive maintains four sets of mode parameters:

#### 1. Default values

Default values are hard-coded in the drive firmware stored in flash E-PROM (nonvolatile memory) on the drive's PCB. These default values can be changed only by downloading a complete set of new firmware into the flash E-PROM. An initiator can request and receive from the drive a list of default values and use those in a Mode Select command to set up new current and saved values, where the values are changeable.

#### 2. Saved values

Saved values are stored on the drive's media using a Mode Select command. Only parameter values that are allowed to be changed can be changed by this method. Parameters in the saved values list that are not changeable by the Mode Select command get their values from default values storage.

When power is applied to the drive, it takes saved values from the media and stores them as current values in volatile memory. It is not possible to change the current values (or the saved values) with a Mode Select command before the drive achieves operating speed and is "ready." An attempt to do so results in a "Check Condition" status.

On drives requiring unique saved values, the required unique saved values are stored into the saved values storage location on the media prior to shipping the drive. Some drives may have unique firmware with unique default values also.

On standard OEM drives, the saved values are taken from the default values list and stored into the saved values storage location on the media prior to shipping.

#### 3. Current values

Current values are volatile values being used by the drive to control its operation. A Mode Select command can be used to change the values identified as changeable values. Originally, current values are installed from saved or default values after a power on reset, hard reset, or Bus Device Reset message.

#### 4. Changeable values

Changeable values form a bit mask, stored in nonvolatile memory, that dictates which of the current values and saved values can be changed by a Mode Select command. A one (1) indicates the value can be changed. A zero (0) indicates the value is not changeable. For example, in Table 13, refer to Mode page

81, in the row entitled "CHG." These are hex numbers representing the changeable values for Mode page 81. Note in columns 5 and 6 (bytes 04 and 05), there is 00h which indicates that in bytes 04 and 05 none of the bits are changeable. Note also that bytes 06, 07, 09, 10, and 11 are not changeable, because those fields are all zeros. In byte 02, hex value FF equates to the binary pattern 11111111. If there is a zero in any bit position in the field, it means that bit is not changeable. Since all of the bits in byte 02 are one's, all of these bits are changeable.

The changeable values list can only be changed by downloading new firmware into the flash E-PROM.

**Note.** Because there are often several different versions of drive control firmware in the total population of drives in the field, the Mode Sense values given in the following tables may not exactly match those of some drives.

The following tables list the values of the data bytes returned by the drive in response to the Mode Sense command pages for SCSI implementation (see the *Fibre Channel Interface Manual*).

Definitions:

DEF = Default value. Standard OEM drives are shipped configured this way.

CHG = Changeable bits; indicates if default value is changeable.







#### 9.4 Miscellaneous operating features and conditions

Table 14 lists various features and conditions. A “Y” in the support column indicates the feature or condition is supported. An “N” in the support column indicates the feature or condition is not supported.

**Table 14: Miscellaneous features**

Supported	Feature or condition
Y	FC-AL selective reset
Y	Automatic contingent allegiance
N	Asynchronous event notification
Y	Synchronized (locked) spindle operation
Y	Segmented caching
N	Zero latency read
Y	Queue tagging (up to 64 que tags supported)
Y	Deferred error handling
Y	Parameter rounding (controlled by round bit in Mode Select page 0)
Y	Reporting actual retry count in Extended Sense bytes 15, 16, and 17
N	Adaptive caching
Y	SMP = 1 in Mode Select command needed to save RPL and rotational offset bytes

**Table 15: Miscellaneous status**

Supported	Status
Y	Good
Y	Check condition
Y	Condition met/good
Y	Busy
Y	Intermediate/good
Y	Intermediate/condition met/good
Y	Reservation conflict
Y	Task set full
Y	ACA active
Y	ACA active, faulted initiator

### 9.5 FC-AL physical interface

Figure 10 shows the location of the J1 Fibre Channel single connection attachment (FC-SCA) and the J6 connector. Figure 12 provides the dimensions of the FC-SCA. Figure 13 provides the dimensions of the J6 connector.

Details of the physical, electrical, and logical characteristics are provided within this section. The operational aspects of Seagate's Fibre Channel drives are provided in the *Fibre Channel Interface Manual*.

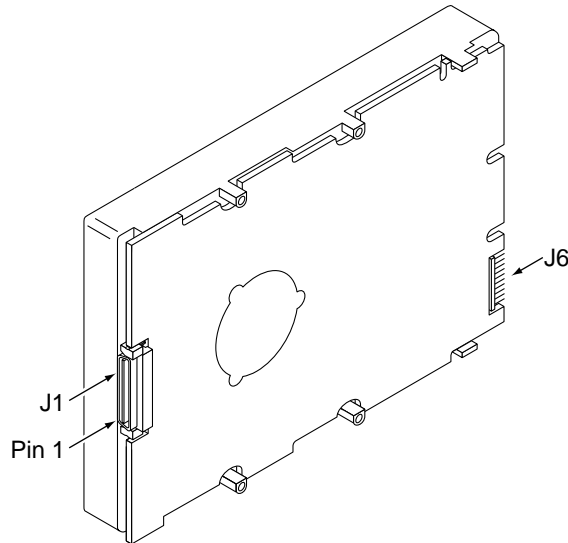


Figure 10. Physical interface

#### 9.5.1 Physical characteristics

This section defines physical interface connector and its functions on a loop.

##### 9.5.1.1 Physical description

Fibre Channel drives may be connected in a loop together or with other compatible FC-AL devices. A maximum of 127 devices may have addresses; however, one of the addresses is reserved for a fabric port switch device. This means 126 addresses are available for FC-AL devices. More FC-AL compatible devices may physically reside on the loop, but they will not be functional because they would not be able to obtain valid addresses.

Port bypass circuits (PBCs) allow devices to be inserted into unpopulated locations or removed from the loop with loop operation recovery after a brief interruption. These PBCs are located external to the FC-AL device. Figure 11 shows the relationship between the PBC and FC-AL device.

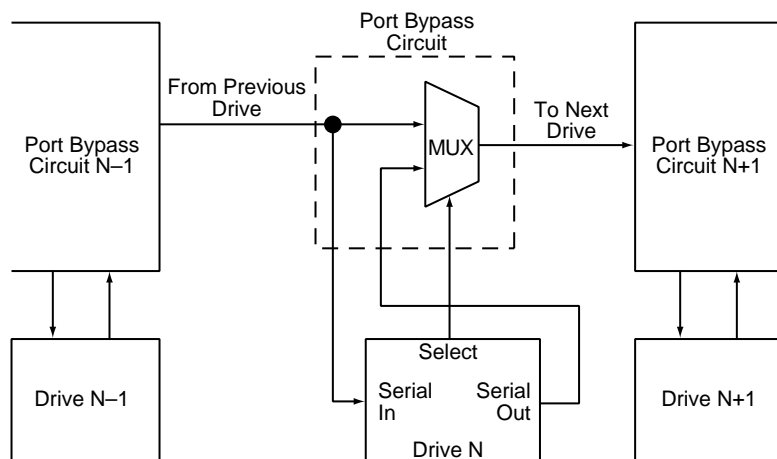


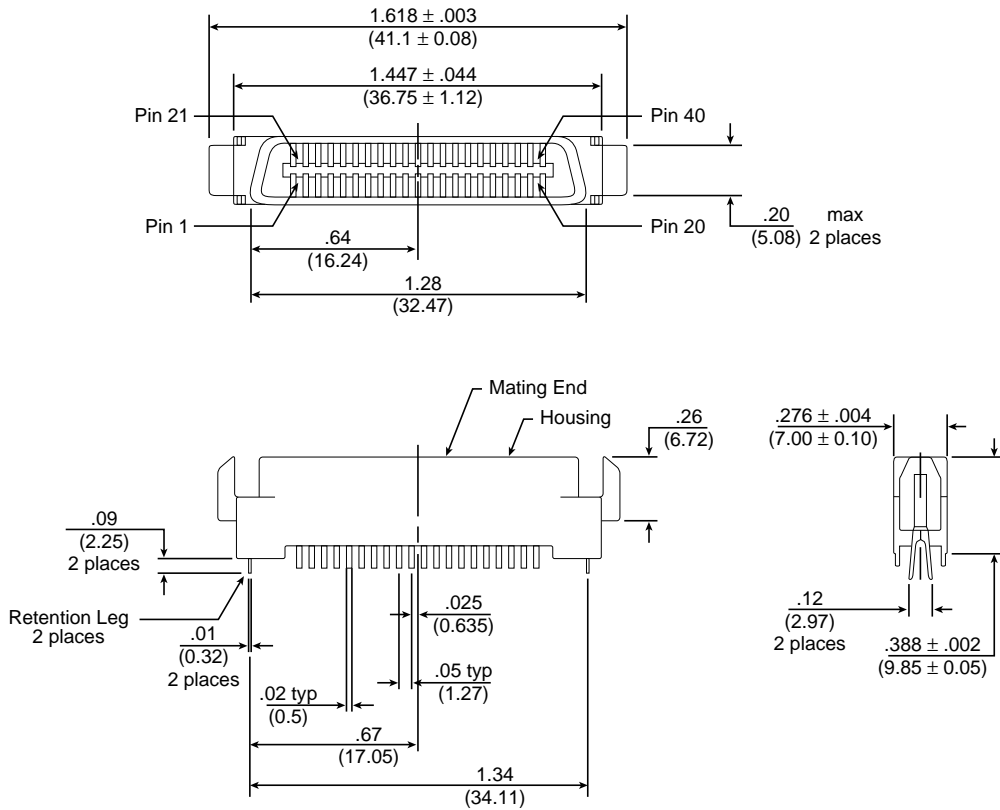
Figure 11. Port bypass circuit physical interconnect

**9.5.2 Connector requirements**

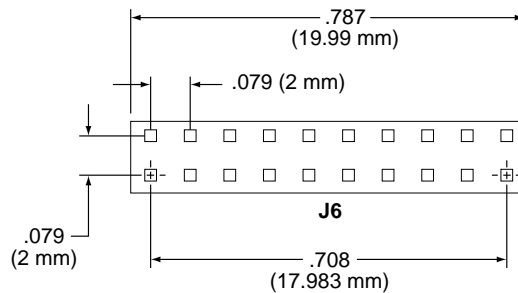
Recommended mating SCA part number:

Part description	Positions	Part number	Features
AMP Vertical (SCA sequence)	40	787317-1	With polarization

The FC-AL SCA device connector is illustrated in Figure 12. The J6 connector is illustrated in Figure 13.



**Figure 12. FC-AL SCA device connector dimensions**



**Figure 13. J6 connector dimensions**

**9.5.3 Electrical description**

Fibre Channel drives use the FC-SCA connector for:

- DC power
- FC-AL interface
- Drive select (device identification)
- Option selection

This 40-pin connector is designed to plug directly into a backpanel. External cables are not required.



### 9.5.4 Pin descriptions

This section provides a pin-out of the FC-SCA and a description of the functions provided by the pins.

Table 16: FC-SCA pin descriptions

Pin	Signal name	Signal type	Pin	Signal name	Signal type
1*	-EN bypass port A	TTL output	21	12 Volts charge	
2*	12 Volts		22	Ground	
3*	12 Volts		23	Ground	
4*	12 Volts		24*	+Port A_in	Diff. PECL input pair
5*	-Parallel ESI	TTL output	25*	-Port A_in	
6*	Ground (-DRV present)		26	Ground	
7*	Active LED out	Open collector out	27*	+Port B_in	Diff. PECL input pair
8*	Reserved		28*	-Port B_in	
9*	Start_1	TTL input	29	Ground	
10*	Start_2	TTL input	30*	+Port A_out	Diff PECL output pair
11*	-EN bypass port B	TTL output	31*	-Port A_out	
12*	SEL_6	TTL input	32	Ground	
13*	SEL_5	TTL input	33*	+Port B_out	Diff PECL output pair
14*	SEL_4	TTL input	34*	-Port B_out	
15*	SEL_3	TTL input	35	Ground	
16*	Fault LED out	Open collector out	36	SEL_2	TTL input
17*	Reserved NC		37	SEL_1	TTL input
18*	Reserved NC		38	SEL_0	TTL input
19*	5 Volts		39	Reserved NC	
20*	5 Volts		40	5 Volts charge	

\*Short pins in mating backpanel connector.

### 9.5.5 FC-AL transmitters and receivers

A typical FC-AL differential copper transmitter and receiver pair is shown in Figure 14. The receiver is required to provide the AC coupling to eliminate ground shift noise.

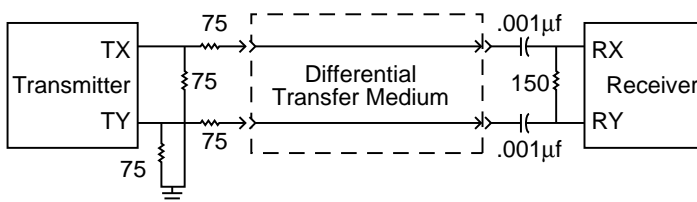


Figure 14. FC-AL transmitters and receivers

### 9.5.6 Power

Power is supplied through the FC-SCA with support for +5 volts and +12 volts. All of the voltage pins in the drive connector are the same length.

Four 12 volt pins provide +12 volt power to the drive. The current return for the +12 volt power supply is through the common ground pins. The supply current and return current must be distributed as evenly as possible among the pins. The maximum current typically occurs while the drive motor is starting.

Three 5 volt pins provide logic power to the drive. The current return for the +5 volt power supply is through the common ground pins. The supply and return current must be distributed as evenly as possible among the voltage and ground pins.

The mating connector pins use shorter contacts to achieve power surge reductions and to aid in “hot plugging” the drives. There are longer voltage contacts in the connector to enable the drive filter capacitors to charge. Current to the drive through the long charge pins is limited by the system in which the drive operates. Three of the +12 volt pins are shorter to allow capacitive pre-charging through the longer +12 volt charge pin. Two of the +5 volt pins are shorter to allow capacitive precharging through the longer +5 volt charge pin.

### 9.5.7 Fault LED Out

The Fault LED Out signal is driven by the drive when:

- the drive detects failure of both ports
- the drive detects an internal failure
- the drive receives the appropriate fault LED command from the host

The Fault LED Out signal is designed to pull down the cathode of an LED. The anode is attached to the proper +5 volt supply through an appropriate current-limiting resistor. The LED and the current-limiting resistor are external to the drive.

### 9.5.8 Active LED Out

The Active LED Out signal is driven by the drive as indicated in Table 17.

**Table 17: Active LED Out conditions**

Normal command activity	LED status
Spun down and no activity	Off
Spun down and activity (command executing)	On
Spun up and no activity	On
Spun up and activity (command executing)	Off
Spinning up or down	Blinks steadily
Format in progress, each cylinder change	Toggles on/off

The Active LED Out signal is designed to pull down the cathode of an LED. The anode is attached to the proper +5 volt supply through an appropriate current limiting resistor. The LED and the current limiting resistor are external to the drive.

### 9.5.9 – Enable Bypass Signal Port A - Port B

The – Enable Bypass Port A (– EN BYP Port A ) and – Enable Bypass Port B (– EN BYP Port B) control the port bypass circuits (PBC) located external to the disc drive. The PBC allows a loop to remain functional in the event of a drive failure or removal. When these signals are active, low, the PBC bypasses the drive on the associated port. When an Enable Bypass signal is active, the corresponding Port Bypass LED signal in connector J20 is driven low by the disc drive. A pull down resistor, 1K, located with the PBC on the system back panel should be used to insure the bypass is enabled if the disc drive is not installed.

The Enable Bypass signal is active under failing conditions within the drive, on detection of the Loop Port Bypass primitive sequence, or on removal of the drive. In the bypass state the drive continues to receive on the inbound fibre. Enable Bypass may be deactivated by detection of a Loop Port Enable primitive sequence if the drive has completed self-test and a hardware failure is not present.

Failure modes detected by the disc drive that will enable bypass include:

- Transmitter/receiver wrap test failure
- Loss of receive clock
- Loss of transmission clock
- Drive interface hardware error

### 9.5.10 Motor start controls

The drive's motor is started according to the Start\_1 and Start\_2 signals described in Table 18. The state of these signals can be wired into the backplane socket or driven by logic on the backplane.

**Table 18: Motor start control signals**

Case	Start_2	Start_1	Motor spin function
1	Low	Low	Motor spins up at DC power on.
2	High	Low	Motor spins up only when SCSI Start command is received.
3	Low	High	Motor spins up after a delay of 12* seconds (max) times the module 8 value of the numeric SEL ID of the drive from DC power on.
4	High	High	The drive will not spin up.

\*This value may be reduced by drive suppliers to reflect the worst case time duration of peak current drains at the 12 Volt of 5 Volt source (or both) during motor spin up. The delay should never exceed 12 seconds.

### 9.5.11 SEL ID lines

The SEL\_6 through SEL\_0 ID lines provide a binary decode associated with a physical unit for the full addressable logic range and beyond of the FC-AL. Refer to Table 19 for the SEL to FC-AL physical addresses (AL-PA). You can think of the SEL lines as the equivalent of a backpanel logic plug. The drive does not provide pull up resistors on these lines. The backpanel is required to provide high and low inputs to the SEL-ID lines as described in Section 9.6.1.

SEL setting 7F hex maps to a valid AL-PA. This value signals to the drive that physical addresses are not being assigned through the SEL lines and that a "soft" address is being assigned using the FC-AL initialization sequence.

Table 19 provides the AL-PA values for each SEL value. The first entry in the table is switch SEL\_ID = 00. The last entry is switch SEL\_ID = 7D. Switch SEL\_ID value 7E is AL-PA 00 which is not valid for a NL\_Port and is therefore not included in the table.

Table 19: Arbitrated loop physical address (AL\_PA) values

AL_PA (hex)	SEL ID (hex)	Setting (dec)
EF	00	00
E8	01	01
E4	02	02
E2	03	03
E1	04	04
E0	05	05
DC	06	06
DA	07	07
D9	08	08
D6	09	09
D5	0A	10
D4	0B	11
D3	0C	12
D2	0D	13
D1	0E	14
CE	0F	15
CD	10	16
CC	11	17
CB	12	18
CA	13	19
C9	14	20
C7	15	21
C6	16	22
C5	17	23
C3	18	24
BC	19	25
BA	1A	26
B9	1B	27
B6	1C	28
B5	1D	29
B4	1E	30
B3	1F	31
B2	20	32
B1	21	33
AE	22	34
AD	23	35
AC	24	36
AB	25	37
AA	26	38
A9	27	39
A7	28	40
A6	29	41
A5	2A	42

AL_PA (hex)	SEL ID (hex)	Setting (dec)
A3	2B	43
9F	2C	44
9E	2D	45
9D	2E	46
9B	2F	47
98	30	48
97	31	49
90	32	50
8F	33	51
88	34	52
84	35	53
82	36	54
81	37	55
80	38	56
7C	39	57
7A	3A	58
79	3B	59
76	3C	60
75	3D	61
74	3E	62
73	3F	63
72	40	64
71	41	65
6E	42	66
6D	43	67
6C	44	68
6B	45	69
6A	46	70
69	47	71
67	48	72
66	49	73
65	4A	74
63	4B	75
5C	4C	76
5A	4D	77
59	4E	78
56	4F	79
55	50	80
54	51	81
53	52	82
52	53	83
51	54	84
4E	55	85

AL_PA (hex)	SEL ID (hex)	Setting (dec)
4D	56	86
4C	57	87
4B	58	88
4A	59	89
49	5A	90
47	5B	91
46	5C	92
45	5D	93
43	5E	94
3c	5F	95
3A	60	96
39	61	97
36	62	98
35	63	99
34	64	100
33	65	101
32	66	102
31	67	103
2E	68	104
2D	69	105
2C	6A	106
2B	6B	107
2A	6C	108
29	6D	109
27	6E	110
26	6F	111
25	70	112
23	71	113
1F	72	114
1E	73	115
1D	74	116
1B	75	117
18	76	118
17	77	119
10	78	120
0F	79	121
08	7A	122
04	7B	123
02	7C	124
01	7D	125

**9.6 Signal characteristics**

This section describes the electrical signal characteristics of the input and output signal of the drive. Refer to Table 16 on page 47 for signal type and signal name information.

**9.6.1 TTL input characteristics**

Table 20 provides the TTL input characteristics.

**Table 20: TTL input characteristics**

State	Voltage	Current
High	$2.4 < V_{IH} < 5.5V$	$0 < I_{IH} < \pm 100\mu A$
Low	$-0.5V < V_{IL} < 0.4V$	$0 < I_{OH} < -3 \text{ mA}$

**9.6.2 LED driver signals**

Fault and Active LED signals are located in the FC-SCA connector (J1) and through the indicator connector (J6). Refer to Table 21 for the output characteristics of the LED drive signals.

**Table 21: LED drive signal**

State	Current drive available	Output voltage
LED off, high	$0 < I_{OH} < 100\mu A$	
LED on, low	$I_{OL} < -30 \text{ mA}$	$0 < V_{OL} < 0.8V$

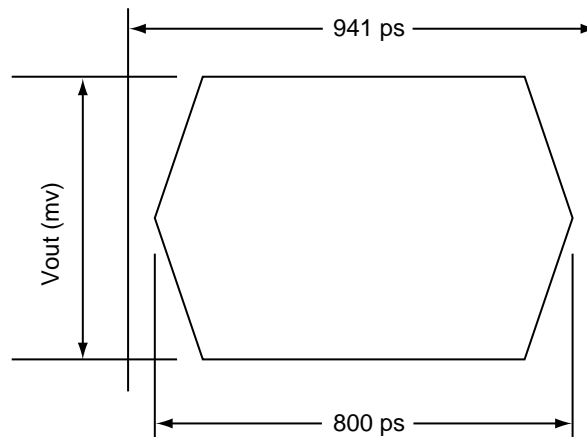
**9.6.3 Differential PECL output**

The serial PECL output signal voltage characteristics are provided in Table 22. The outputs are not AC coupled in order to deliver maximum signal without rise and fall time degradation. You must AC couple the receiver to isolate potentially different DC characteristics of the outputs and the receiver.

**Table 22: Differential PECL output characteristics**

Description	Parameter	Notes
Serial output voltage swing	$300 < V_{out} < 650 \text{ mV}$	Centered at 1.32V

Figure 15 provides the data output valid eye diagram relative to the bit cell time.



**Figure 15. Transmit eye diagram**

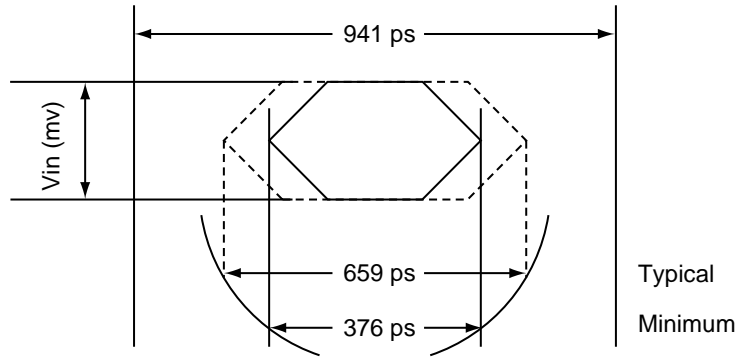
**9.6.4 Differential PECL input**

The serial PECL input signal voltage characteristics are provided in Table 23.

**Table 23: Differential PECL input characteristics**

Description	Parameter	Notes
Serial input voltage swing	$200 < V_{in} < 1.300 \text{ mV}$	AC coupled

Figure 16 provides the data valid eye diagram for typical and minimum requirements to recover data at the specified interface error rate.



**Figure 16. Receive eye diagram**

## 10.0 Seagate technical support services

If you need assistance installing your drive, consult your dealer. Dealers are familiar with their unique system configurations and can help you with system conflicts and other technical issues. If you need additional assistance with your Seagate® drive or other Seagate products, use one of the Seagate technical support services listed below.

### **SeaFONE® 1-800-SEAGATE**

Seagate's 800 number (1-800-732-4283) allows toll-free access to automated self-help services, providing answers to commonly asked questions, troubleshooting tips, and specifications for disc drives and tape drives. This service is available 24 hours daily and requires a touch-tone phone. International callers can reach this automated self-help service by dialing 408-456-4496.

### **Online services**

Using a modem, you can obtain troubleshooting tips, free utility programs, drive specifications and jumper settings for Seagate's entire product line. You can also download software for installing and analyzing your drive.

#### **SeaNET™**

You can obtain technical information about Seagate products over the Internet from Seagate's World Wide Web home page (<http://www.seagate.com>) or Seagate's ftp server (<ftp://ftp.seagate.com>). You can also send E-mail with your questions to **DiscSupport @ Seagate.com** or **TapeSupport @ Seagate.com**.

#### **Seagate CompuServe forum**

Online technical support for Seagate products is available on CompuServe. To access our technical support forum, type **go seagate**. This forum provides information similar to that found on SeaBOARD. In addition, you can type questions or browse through previous questions and answers on the forum messages.

#### **SeaBOARD®**

SeaBOARD is a computer bulletin board system that contains information about Seagate disc and tape drive products and is available 24 hours daily. Set your communications software to eight data bits, no parity, and one stop bit (8-N-1).

<b>Location</b>	<b>Phone number</b>
Australia	61-2-9756-2359
England	44-1628-478011
France	33 1-48 25 35 95
Germany	49-89-140-9331
Singapore	TBA
Taiwan	886-2-719-6075
Thailand	662-531-8111
USA	Disc: 408-434-1080; Tape: 408-456-4415

### **FAX services**

#### **SeaFAX®**

You can use a touch-tone telephone to access Seagate's automated FAX system to receive technical support information by return FAX. This service is available 24 hours daily.

<b>Location</b>	<b>Phone number</b>
Australia	61-2-9756-5170
England	44-1628-894084
USA	1-800-SEAGATE or 408-456-4496

#### **Seagate technical support FAX**

You can FAX questions or comments to technical support specialists 24 hours daily. Responses are sent during business hours.

<b>Location</b>	<b>Phone number</b>
Australia	61-2-9725-4052
England	44-1628-890660
France	33 1-46 04 42 50

Location	Phone number
Germany	49-89-1430-5100
Hong Kong	852-2368 7173
Japan	81-3-5462-2979
Korea	82-2-556-7294/4251
Singapore	65-488-7528
Taiwan	886-2-715-2923
USA	408-944-9120

### Direct-support services

#### **Seagate technical support**

For one-on-one help, you can talk to a technical support specialist during local business hours. Before calling, note your system configuration and drive model number (STxxxx).

Location	Phone number
Australia	61-2-9725-3366 (9:00 A.M. to 5:00 P.M., M–F)
England	44-1628-894083 (10:00 A.M. to 1:00 P.M., 2:00 P.M. to 5:00 P.M., M–F)
France	33 1-41 86 10 86 (9:30 A.M. to 12:30 P.M., 2:00 P.M. to 5:00 P.M., M–F)
Germany	Disc: 49-89-140-9332; Tape: 49-89-140-9333 (9:30 A.M. to 12:30 P.M., 2:00 P.M. to 4:00 P.M., M–F)
Hong Kong	852-2368 9918
Korea	82-2-556-8241
Singapore	65-488-7584 (9:00 A.M. to 12:00 P.M., 2:00 P.M. to 5:00 P.M., M–F)
Taiwan	886-2-514-2237
USA	Please dial 1-800-SEAGATE or 408-456-4496 for the specific product telephone number. (6:00 A.M. to 11:15 A.M., 12:30 P.M. to 5:00 P.M., Pacific time, M–F)

#### **SeaTDD™ 408-944-9121**

Using a telecommunications device for the deaf (TDD), you can send questions or comments 24 hours daily and exchange messages with a technical support specialist between 6:00 A.M. to 11:15 A.M. and 12:30 P.M. to 5:00 P.M. (Pacific time) Monday through Friday.

### Customer service centers

Seagate direct OEM, Distribution, and System Integrator customers should contact their Seagate service representative for warranty information. Other customers should contact their place of purchase. Seagate offers comprehensive customer support for all Seagate drives. These services are available worldwide.

Location	Phone number	FAX number
Asia Pacific and Australia	65-485-3595	65-485-4980
Europe, Middle East, and Africa	31-2031-67300	31-2065-34320
Japan	81-3-5462-2904	81-3-5462-2979
USA	1-800-468-3472	405-949-6740
Other Americas (Brazil, Canada, Mexico)	405-949-6706	405-949-6738
<i>Manufacturer's representatives</i>		
Brazil		
MA Informatica	55-11-810-7794	55-21-253-6467
Canada		
Memofix	905-660-4936	905-660-8738
Adtech	905-812-8099	905-812-7807
	1-800-624-9857	
Mexico		
Abicom Seamax SA DE CV	525-546-6965	525-546-4888



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