

Section 8-2: Error Messages

If the 6000ST stops operation in the middle of a job, an error message or warning will be displayed on the LCD. Short status messages are also displayed in the lower left corner of the LCD during duplication, to indicate a problem or explain the cause of a reject. All of these messages can be helpful in diagnosing and resolving problems. This section lists potential error messages. Solutions are provided for user serviceable conditions. The errors are listed alphabetically.

Occasionally, an error condition can be cleared simply by powering the 6000ST off and powering it back on. However, if any of these error conditions occur repeatedly, you should contact Trace Customer Support at one of the numbers listed in the front of this manual.

1MB DISK

Meaning: The current diskette was rejected because it is a low density diskette and the master image is high density.

Solution: Use high density target diskettes or load a low density master image.

2MB DISK

Meaning: The current diskette was rejected because it is a high density diskette and the master image is low density.

Solution: Use low density target diskettes or load a high density master image.

8-2: Error Messages—continued

ANALYSIS FAILED

Meaning: The system is unable to read the current master diskette because the diskette or the drive is of marginal quality, or because the diskette format is non-standard.

Solution: The master diskette may be damaged. Try using a different copy of the master. The drive could also be out of adjustment. Run the drive diagnostics (See 8-3-1).

BACKPLANE EEPROM CHECKSUM FAILED!

Meaning: This message indicates a serious hardware failure.

Solution: Not user serviceable. Contact Customer Support.

CAN'T IDENTIFY DISK'S FORMAT

Meaning: The system is unable to read the current master diskette because it does not recognize the format.

Solution: The master diskette may be damaged. If you believe your master diskette is in a standard format, try using a different copy of the master. The 6000ST cannot copy formats which incorporate copy-protection schemes.

COMPARE

Meaning: The current diskette was rejected because the duplicated diskette does not match the master image in RAM.

Solution: If this error occurs once in a large duplication run, no action is required. If it occurs frequently, it indicates a floppy channel problem. The floppy channel is not user serviceable. Contact Trace Customer Support.

8-2: Error Messages—continued

CPU EEPROM CHECKSUM FAILED!

Meaning: This message indicates a serious hardware failure.

Solution: Not user serviceable. Contact Trace Customer Support.

DIAGNOSTICS ABORTED BY USER

Meaning: You held down the **CLR/STOP** button long enough to cancel the startup self-test.

Solution: Trace recommends that you allow the self-test to run every time the system is powered up. To run the diagnostics, power down the 6000ST and power it up again. To clear the message and continue operation, press the **CLR/STOP** button.

DIAGNOSTICS FAILED: «component»

Meaning: The startup self-test failed because of the component shown.

Solution: Make a note of the specific error message(s) given, and contact Trace Customer Support. Internal components are generally not user serviceable.

DRIVE EEPROM CHECKSUM FAILED!

Meaning: This message indicates a serious hardware failure.

Solution: Not user serviceable. Contact Trace Customer Support.

8-2: Error Messages—continued

DROPOUT

Meaning: The current track failed because of a weak data signal. If the retry limit has not been met, the system will attempt to read this track again.

Solution: If this error occurs repeatedly, it could indicate a problem with the drive or the media. Clean the drive (See 9-1-2) and run the drive diagnostics (See 8-3-1). Try using a different batch of media. You might also try lowering the threshold setting (See Section 6-1).

DUPLICATE FILE NAME

Meaning: The name you have assigned to the current master is already used by another file on the hard disk.

Solution: Choose another name for the master or set you are saving.

ERROR FINDING TRACK DATA

Meaning: The system cannot use the current master image because the image is missing important format information.

Solution: Attempt the copy or compare operation again. If the error persists, try loading a new copy of the master image from a diskette. If this error occurs frequently, there may be a problem with the hard disk. Refer to Subsection 5-2-2 for information on diagnosing or reformatting the hard disk.

8-2: Error Messages—continued

ERROR IN MASTER IMAGE CHECKSUM

Meaning: After the system retrieved the master image from the hard disk, the image in RAM did not match the hard disk image.

Solution: Attempt the copy or compare operation again. If this error occurs frequently, there may be a problem with the hard disk. Refer to Subsection 5-2-2 for information on diagnosing or reformatting the hard disk.

ERROR IN MASTER IMAGE READ

Meaning: The system is unable to retrieve the master image from the hard disk.

Solution: Attempt the copy or compare operation again. If the error persists, try loading a new copy of the master image from a diskette. If this error occurs frequently, there may be a problem with the hard disk. Refer to Subsection 5-2-2 for information on diagnosing or reformatting the hard disk.

ERROR IN MASTER IMAGE WRITE

Meaning: The current master diskette was stored in RAM, but the system is unable to store it on the hard disk.

Solution: Begin the job again. If the error recurs, there may be a problem with the hard disk. Refer to Subsection 5-2-2 for information on diagnosing or reformatting the hard disk.

8-2: Error Messages—continued

FAN NOT CONNECTED! PLEASE TURN UNIT OFF!

Meaning: The system has detected that the fan on the rear of the 6000ST is not connected.

Solution: Power down the unit. Have an authorized technician check the fan connection or contact Trace Customer Support. Do not power up the system until the fan has been reconnected. Before resuming operation, run the extended system diagnostics, as described in Subsection 8-3-2.

FATAL

Meaning: A catastrophic system failure has occurred.

Solution: Not user serviceable. Contact Trace Customer Support.

FC INTERNAL

Meaning: A serious floppy channel error has occurred.

Solution: Not user serviceable. Contact Trace Customer Support.

FIRST DISK MUST BE A MARKER DISK

Meaning: You have chosen to copy or compare in stream mode, but you did not insert a marker disk to identify the first master.

Solution: The first diskette in the input hopper for stream copy or stream compare must be a marker disk. Reload the input hopper and start the job again. See Section 3-3 or 4-3 for more information on copy stream and compare stream. To copy or compare just one master at a time, choose NEW on the copy or compare menu.

8-2: Error Messages—continued

FLOPPY CHANNEL DMA LOST

Meaning: A hardware failure has occurred in the floppy channel.

Solution: Not user serviceable. Contact Trace Customer Support.

FLOPPY CHANNEL EEPROM CHECKSUM FAILED!

Meaning: This message indicates a serious hardware failure.

Solution: Not user serviceable. Contact Trace Customer Support.

FLOPPY INTERRUPT HANDLER ERROR

Meaning: A serious system problem has occurred.

Solution: Not user serviceable. Contact Trace Customer Support.

HARDDISK FILE CLOSE ERROR

Meaning: An error occurred while the 6000ST was saving the master image on the hard disk.

Solution: Attempt the operation again. If this error occurs frequently, there may be a problem with the hard disk. Refer to Subsection 5-2-2 for information on diagnosing or reformatting the hard disk.

HARDDISK FILE CREATION ERROR

Meaning: An error occurred while the 6000ST was saving the master image on the hard disk.

Solution: Attempt the operation again. If this error occurs frequently, there may be a problem with the hard disk. Refer to Subsection 5-2-2 for information on diagnosing or reformatting the hard disk.

8-2: Error Messages—continued

HARDDISK FILE OPEN ERROR

Meaning: The system was unable to load the master image file from the hard disk.

Solution: Attempt the operation again. If this error occurs frequently, there may be a problem with the hard disk. Refer to Subsection 5-2-2 for information on diagnosing or reformatting the hard disk.

HARDDISK IS FULL

Meaning: There is not enough room on the hard disk for the image you are trying to save.

Solution: Delete some files from the hard disk, as described in Subsection 5-2-1.

HARD DISK VOLUME HAS BEEN CORRUPTED

Meaning: The system was unable to access the hard disk. The hard disk appears to be damaged.

Solution: Save copies of any masters you need from the hard disk (if possible). Reinitialize the hard disk, then run the hard disk diagnostics (See Subsection 5-2-2). If the diagnostics report any problems, you may need a new hard disk.

HRD

Meaning: Current diskette was rejected because it appears to be a special alignment diskette.

Solution: Remove this diskette from the 6000ST. Replace it with appropriate media.



8-2: Error Messages—continued

INCORRECT DRIVE TYPE

Meaning: The currently installed drive is not the correct format to duplicate the master image which you are attempting to load from the hard disk.

Solution: Install a drive of the correct format, or choose a different master image.

INPUT HOPPER EMPTY

Meaning: During a copy or compare operation, there are no diskettes in the input hopper.

Solution: Press QUIT to cancel the job, or place more diskettes in the input hopper and press CONTINUE.

INVALID DRIVE TYPE

Meaning: The currently installed drive is not the correct format to duplicate the current master diskette.

Solution: Install a different drive or use a different master diskette.

INVALID FLOPPY CHANNEL REV

Meaning: The software and hardware in your 6000ST are of incompatible revision levels.

Solution: Contact Trace Customer Support for upgrade information.

8-2: Error Messages—continued

INVALID FORMAT

Meaning: The system is unable to read the current master diskette because the 6000ST cannot duplicate this format.

Solution: The master diskette may be damaged. If you believe your master diskette is in a standard format, try using a different copy of the master. The 6000ST cannot copy formats which incorporate copy-protection schemes.

LOADER JAM #nn

Meaning: A diskette is stuck somewhere in the 6000ST. *nn* is a numeric code which helps Trace Customer Support identify the exact location of the jam.

Solution: Make sure that the reject drawer is not filled to capacity. Press CONTINUE. The 6000ST will attempt to clear the diskette path and proceed with the operation. If the diskette is still jammed, attempt to remove it manually, or call Trace Customer Support.

LOW MARGIN

Meaning: The current track failed because of poor data placement. If the retry limit has not been met, the system will attempt to read this track again.

Solution: If this error occurs repeatedly, it could indicate a problem with the drive or the media. Clean the drive (See 9-1-2) and run the drive diagnostics (See 8-3-1). Try using a different batch of media. You might also try lowering the window setting (See Section 6-1).

8-2: Error Messages—continued

LOW TAA

Meaning: The current track failed because of a weak data signal. If the retry limit has not been met, the system will attempt to read this track again.

Solution: If this error occurs repeatedly, it could indicate a problem with the drive or the media. Clean the drive (See 9-1-2) and run the drive diagnostics (See 8-3-1). Try using a different batch of media.

MASTER FORMAT DOES NOT MATCH SET FORMAT

Meaning: The set read-in failed, because the format of the current master diskette is different than the other diskettes in the set.

Solution: All master diskettes in a set must be in the same format. Make a new master in the correct format, or do not include this master in the set.

MASTER IS GENERIC FM/MFM FORMAT

Meaning: The format of the current master diskette is not one of the standard formats recognized by the 6000ST.

Solution: Press CONTINUE to proceed with duplication using the 6000ST's generic format analysis capabilities. Press QUIT to cancel the operation.

8-2: Error Messages—continued

MISC. FILE ERROR

Meaning: The system was unable to access the hard disk. The hard disk appears to be damaged.

Solution: Save copies of any masters you need from the hard disk and reinitialize the hard disk, then run the hard disk diagnostics (See Subsection 5-2-2). If the diagnostics report any problems, you may need a new hard disk. Contact Trace Customer Support.

MUST READ IN A MASTER IMAGE

Meaning: You have chosen to copy or compare against the master image in RAM, but there is no master image in RAM.

Solution: Load a new master using the NEW feature of copy or compare, as described in Sections 3-1 and 4-1.

NO ADDRESS MARKS FOUND

Meaning: The system is unable to read the current master diskette because important format information is missing, or the format is non-standard. The master diskette could also be upside down or backwards in the drive.

Solution: Check the orientation of the master diskette (See Subsection 2-3-1). If the orientation is correct, the master diskette may be damaged. Try using a different copy of the master. The drive could also be out of adjustment. Run the drive diagnostics (See 8-3-1).

NO DRIVE ATTACHED

Meaning: The Copy Drive is not installed, or it is not connected.

Solution: Refer to Section 9-2 to make sure that your Copy Drive is correctly installed and that the drive cable is attached.



8-2: Error Messages—continued

NO DRIVE IN THE SYSTEM

Meaning: The Copy Drive is not installed, or it is not connected.

Solution: Refer to Section 9-2 to make sure that your Copy Drive is correctly installed and that the drive cable is attached.

NO FC ATTACHED

Meaning: The floppy channel is not responding.

Solution: Not user serviceable. Contact Trace Customer Support.

NO FILES FOUND

Meaning: You attempted to view a list of files stored on the hard disk, but there are no files stored on the hard disk.

Solution: To save master images on the hard disk, refer to Subsection 5-1-1.

NO INDEX

Meaning: The system cannot read or write to the current diskette because it cannot detect the drive's index signal. Could also be caused by a diskette being upside down or backwards in the drive.

Solution: This error could occur if the diskette was not seated properly in the drive. On a 5.25" drive, check the clamping. Try using the diskette again. Also check the orientation of the diskettes in the input hopper. If the problem recurs, the diskette is probably bad. If the problem occurs on other diskettes, the drive may be defective.

8-2: Error Messages—continued

NO MEMORY AVAILABLE**NO MEMORY AVAILABLE FOR IMAGE**

Meaning: There is not enough system memory available to create a new master image. The hardware could be damaged, or the software could be failing to recognize the installed memory.

Solution: You may be trying to load an extended density image. Without the 8 MB memory upgrade, the 6000ST only supports low density and high/quad density duplication. If you receive this message when loading a standard high or low density image, you may need repairs. Check the hardware configuration (See 2-4-1) to make sure the system is recognizing all installed memory (at least 4 MB). Contact Trace Customer Support.

NO PROPER MASTER IMAGE

Meaning: The master image currently in RAM has been corrupted.

Solution: Load a new master using the NEW feature of copy or compare, as described in Sections 3-1 and 4-1.

NO VRF DMA

Meaning: This message indicates a hardware failure.

Solution: Not user serviceable. Contact Trace Customer Support.

NO WRT DMA

Meaning: This message indicates a hardware failure.

Solution: Not user serviceable. Contact Trace Customer Support.

8-2: Error Messages—continued

NOT A VALID ALIGNMENT DISK

Meaning: The diskette you inserted for drive diagnostics either was not a diagnostics diskette or was the wrong diagnostics diskette for the installed drive. The diagnostics diskette may also be corrupted.

Solution: Make sure that the diskette you inserted is an Accurite AAD diagnostics diskette. Refer to Subsection 8-3-1 for a list of approved diagnostics diskettes. If the alignment diskette continues to fail, try a new diskette.

QUALITY PARAMS BELOW DEFAULT STANDARDS

Meaning: You have defined quality parameters which are less stringent than the defaults recommended by Trace.

Solution: Press CONTINUE to keep the parameters you have defined, or press QUIT and refer to Section 6-1 for information on the Trace defaults.

READ TRACK ERROR

Meaning: The system is unable to read the current master diskette because one or more tracks on the diskette are bad.

Solution: The master diskette may be damaged. Try using a different copy of the master. The drive could also be out of adjustment. Run the drive diagnostics (See 8-3-1).

8-2: Error Messages—continued

RETRIES

Meaning: The current diskette was rejected because too many read or write errors occurred.

Solution: If many diskettes are being rejected, it could indicate a problem with the drive or the media. Clean the drive (See 9-1-2) and run the drive diagnostics (See 8-3-1). Try using a different brand of media.

RPM ERROR

Meaning: The current track failed because of a drive speed error. If the retry limit has not been met, the system will attempt to read this track again.

Solution: If this error occurs repeatedly, it could indicate a problem with the drive or the media. On a 5.25" drive, check the clamping. Clean the drive (See 9-1-2) and run the drive diagnostics (See 8-3-1). Try using a different brand of media.

SILVER MASTER DETECTED AS GOLD

Meaning: The system thought that the master diskette was a silver master, but then determined that it was a gold master. (See the glossary.) The system will proceed as if reading a gold master.

Solution: No action is required, unless you intended to load a silver master. In that case, make a copy of the current master diskette to use as the silver master.

SINGLE-SIDED

Meaning: The master diskette was single-sided when the system expected a double-sided master.

Solution: Use a double-sided diskette as your master diskette.

8-2: Error Messages—continued

STEP ERROR

- Meaning:** If this error occurs only once, it may have been a problem with the diskette. If it occurs repeatedly, the problem is probably related to the Copy Drive.
- Solution:** Run the drive diagnostics as detailed in Subsection 8-3-1. If any of the diagnostics fail, use a different Copy Drive and have an authorized technician adjust this drive. Contact Trace Customer Support for information on drive adjustment programs.
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SW MODEL NUMBER DOES NOT MATCH HARDWARE!

- Meaning:** The system software installed in this system was intended for a different Trace system (such as the Tracer/ST).
- Solution:** If you have Tracer/STs at your site, make sure that you haven't installed any software or hardware for the Tracer/ST in this unit. Contact Trace Customer Support for further assistance.
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THREE CONSECUTIVE «error message» ERRORS

- Meaning:** Three diskettes in a row have been rejected due to the same error. This could indicate operator error, such as loading write-protected target diskettes when the system is set to write only on non-write-protected diskettes, or loading low density diskettes when a high density master image has been selected.
- Solution:** Check your process and attempt the job again. Be sure that you are using the correct master image and the correct target diskettes. Check the system's write-protection detection setting (See Subsection 2-4-2).
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8-2: Error Messages—continued

TRACK ANALYSIS ERROR

Meaning: The system is unable to read the current master diskette because one or more tracks on the diskette are bad.

Solution: The master diskette may be damaged. Try using a different copy of the master. The drive could also be out of adjustment. Run the drive diagnostics (See 8-3-1).

UNEXPECTED

Meaning: A catastrophic system failure has occurred.

Solution: Not user serviceable. Contact Trace Customer Support.

UNIT TOO HOT! PLEASE TURN POWER OFF!

Meaning: The thermal sensor has detected that the system temperature is too high. The fan may be blocked or may not be functioning correctly.

Solution: Power down the unit. Have an authorized technician check the fan connection or contact Trace Customer Support. Before resuming operation, run the extended system diagnostics, as described in Subsection 8-3-2.

VRF LOST

Meaning: The current diskette was rejected because the duplicated diskette does not match the master image in RAM.

Solution: If this error occurs once in a large duplication run, no action is required. If it occurs frequently, it indicates a floppy channel problem. The floppy channel is not user serviceable. Contact Trace Customer Support.

8-2: Error Messages—continued

VRF XSUM

Meaning: The current diskette was rejected because the duplicated diskette does not match the master image in RAM.

Solution: If this error occurs once in a large duplication run, no action is required. If it occurs frequently, it indicates a floppy channel problem. The floppy channel is not user serviceable. Contact Trace Customer Support.

WARNING - PERFORM DRIVE MAINTENANCE!

Meaning: The drive maintenance counter passed the limit for preventive drive maintenance. This message will appear at every empty hopper and end of job until the drive maintenance is performed.

Solution: Run the drive maintenance routine as described in Subsection 9-1-2.

WARNING - PERFORM LOADER MAINTENANCE!

Meaning: The loader maintenance counter passed the limit for preventive loader maintenance. This message will appear at every empty hopper and end of job until the loader maintenance is performed.

Solution: Run the loader maintenance routine as described in Subsection 9-1-3.

8-2: Error Messages—continued

WR PROTECT

Meaning: The current diskette was rejected because it is write-protected. Also occurs if a non-write-protected diskette is inserted when the system is set to write only on write-protected diskettes (See Subsection 2-4-2).

Solution: Make sure the rejected diskette is not a master diskette or a cleaning diskette which was inadvertently placed in the input hopper. Correct the write-protection on the diskette, and place it back in the input hopper. If this error occurs repeatedly, check the system's write-protection detection setting (See 2-4-2).

WRT LOST

Meaning: The current diskette was rejected due to a write problem.

Solution: If this error occurs once in a large duplication run, no action is required. If it occurs frequently, it indicates a floppy channel problem. The floppy channel is not user serviceable. Contact Trace Customer Support.

WRT XSUM

Meaning: The current diskette was rejected due to a write problem.

Solution: If this error occurs once in a large duplication run, no action is required. If it occurs frequently, it indicates a floppy channel problem. The floppy channel is not user serviceable. Contact Trace Customer Support.
