

## Plasmon Raidtec CS3102 – Frequently Asked Questions

- Q. What Ultra 320 SCSI host adapters are compatible with the CS3102?**
- A. The CS3102 uses the LSI Logic 1030T Ultra320 Chipset and any ANSI compliant Ultra320 SCSI host adapter should work, however at launch an issue in the LSI chipset means that Adaptec Ultra320 adapters will only work at Ultra160 speed. This is confirmed on Windows platforms. Adaptec has made a new release of their drivers that 'fix' the problem. At the time of writing these are available from:  
<http://www.adaptec.com/worldwide/support/driverdetail.jsp?sess=no&language=English+US&filekey=PH30S7B1.EXE>
- Q. I have created several volume groups, but I need to change the lun allocation of some. I cannot seem to alter this without deleting volumes that have already been assigned to the LUN I wish to use. Is there anyway around this?**
- A. There are no volume groups in the CS3000 products. RAIDs are created from disks. Logical volumes are created from RAIDs. Assuming that you meant logical volumes in the question:  
A LUN cannot be assigned to more than one logical volume. If the LUN that you want to use is already assigned to another logical volume, remap the logical volume that is assigned to the LUN you want first before trying to assigning it to the new logical volume.
- Q. I have forgotten my password and need to reset it back to default how can I restore this default.**
- A. Please refer to the CS3102 Functional spec section on the serial interface. This is section 16 of rev 1.11 (the latest rev at this time). Use the serial command 'Reset Password' to reset the system password to 'admin'.
- NB - There is a note in the functional spec about using the reset button to reset the password. This does not work correctly in the current version of firmware (1.11). When this is fixed, both the password and the IP address will be reset to default by this action. If the customer is not using DHCP, they will have to use the serial cable to set the IP address, so I would only use this method if the customer is using DHCP.
- Q. I have created several volume groups, all of differing sizes, Is there anyway I can change the view i.e. by name or size etc?**
- A. There are no volume groups in the CS3102 products. RAIDs are created from disks. Logical volumes are created from RAIDs. Assuming that you meant logical volumes in the question:  
It is not possible at present to reorder the logical volumes in the table.
- Q. If a CS3102 is connected to a single Windows 2000 server using both available SCSI paths, why do 2 volumes appear at the server when only one single volume has been configured on the CS3102 ?**
- A. Windows does not know that both SCSI paths are connected together. Connecting two HBAs in one server to the same CS3102 only makes sense if there is some kind of dual pathing software being used and one path is needed to fail over from the other. Multipathing in SCSI is unusual because SCSI is a reliable bus, not a network like FibreChannel.

- Q. When I try to connect to my CS3102 system using the Raidtec manager package provided, the S/W scans for systems and says that it has found one, it also tells me to click on the system name to open, though it does not display the system name, what could be wrong?**
- A. The header of the panel will display "Systems Found (double click on the name to open)" when it has finished searching for CS3102 systems on the IP address range. The header is the same regardless of whether a system has found or not. It may be that the CS3102 has not been connected to the network correctly. Follow the following steps to check the network settings:
- Is the cable connected from the CS3102 to the network?
  - Is Raidtec Manager running on the same network? This can be checked by selecting the "Advanced" button in the search screen.