

Customer Bulletin

Product Model Name: G-Series for OS/400 (399F-100) connected to HVD IOAs

Date: November 2005

Reference ECO No: TBD

Reason for Bulletin

On certain iSeries server configurations utilizing OS/400 Plasmon 24 to 80 slot G-Series for OS/400 may become unresponsive after a full system IPL.

Description of Symptom

After a full system IPL the library resource is no longer available or accessible by OS/400, and the Optical Storage Units (Drives) now have resource type 632A-002.

Logical Hardware Resources Associated with IOP

Type options, press Enter.

2=Change detail 4=Remove 5=Display detail 6=I/O debug
7=Verify 8=Associated packaging resource(s)

Opt	Description	Type-Model	Status	Resource Name
=	Combined Function IOP	2844-001	Operational	CMB05
-	Communications IOA	2849-001	Operational	LIN04
-	Communications Port	2849-001	Operational	CMN07
-	Communications Channel	605A-001	Operational	CHN01
-	Storage IOA	2749-001	Operational	DC05
-	Optical Library	399F-100	Software Error	OPTMLB01
-	Library Picker Arm	399F-100	Operational	PCK02
-	Optical Storage Unit	% 632A-002	Operational	OPT05
-	Optical Storage Unit	% 632A-002	Operational	OPT04

F3=Exit F5=Refresh F6=Print F8=Include non-reporting resources
F9=Failed resources F10=Non-reporting resources
F11=Display serial/part numbers F12=Cancel

Immediate Recovery Actions

1. Contact Plasmon and refer this Customer Bulletin.
2. Power off the library.
3. Perform full system IPL.
4. When the IPL is complete, power on library.
5. When library is fully initialized and the front panel displays "on-line", vary on the library.

The library is now fully operational and can be utilized by OS/400.

Problem Resolution

The Plasmon Library requires a firmware code update for permanent problem resolution. Contact Plasmon to schedule a firmware update.

Contact Information for Technical Questions:

Americas and Asia Pacific

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