DTC 6000 series ESDI Troubleshooting Guide

Problem: I had a western digital 1007 esdi controller card in my system, I have since replaced it with a DTC 6XXX and now I can not recognize my hard drive.
Solution: You will find that from one drive manufacturer to another the format tracks are not the same. In order for our card to now recognize this drive you will have to reformat the drive with our card using DOS's DEBUG. Customer will need to first back up his hard drive as this will erase any data he currently has on the drive.

Problem: I have a DTC 6280/ DTC 6280-15T, when I run DEBUG I get "FATAL ERROR 01h".
Solution: The BIOS chips in these cards (BES15A & BES16A) do have problems with the DEBUG in DOS 5.0 & 6.x. To resolve this problem use DOS DEBUG from DOS 3.3 or 4.0, once this is complete reboot the system with DOS 5.0 or 6.x and continue on with the DOS FDISK and DOS FORMAT. Also make sure jumper W1 is off.

Problem: The DTC 6282 is taking a long time to boot and to access files from my hard drive.
Solution: Have customer install W2 15-16, IRQ delay.

Problem: I have the DTC 6280 and I get errors when trying to format my 670mb hard drive.
Solution: DTC 6282 or 6280-15tx. The DTC 6280 will only handle drives that run up to 10mbits/sec. Most all drives that are greater than 400mb run faster than 10mbits/sec. The DTC 6282 will handle drives that run up to 24mbits/sec. And the DTC 6280-15tx will handle drives that run up to 15mbits/sec.

Problem: I have the DTC 6282 and when I try to do a low-level format I get error "FATAL ERROR R/W HEAD...". Along the same lines customer says he is not getting full capacity of the hard drive even though he did choose HEAD MAPPING or 63spt.
Solution: This is a common error we see if the drive has been formatted with another manufacturers controller. The customers needs to go back into DEBUG and update his defect table. To do this he will be asked a question "DO YOU WANT TO UPDATE DEFECT TABLE?" he will answer YES and delete the defects that are currently in the defect table, once this is complete he will add (APPEND) two new defects; head 0, cylinder 100, bit length & byte offset = 1, the second defect will be; head 1, cylinder 100, bit length & byte offset = 1. Once this is complete continue on with the low level format then proceed to FDISK & DOS high level FORMAT.

Problem: I have a DTC 6280 and I want to replace it with a DTC 6282, do I have to reformat the hard drive?
Solution: No, we maintained format compatibility within our own controller line.

Problem: Will the DTC 6280, 6280-15tx or 6282 work as the secondary card in a system?
Solution: The DTC 6280 does NOT have the capability of being secondary, the hard drive interrupt is fixed at IRQ14. The DTC 6280-15tx will work as secondary as long as it has jumper W5 (which allow you to change IRQ to 15) and BIOS BES18A. The DTC 6282 will work as secondary, the manual will tell you how to set this up.

Problem: I have a DTC 6290SE-15Z which has a SCSI port on it, where do I get the drivers.

Solution: This a card we OEM'd to Zenith, Zenith wrote a driver to allow the SCSI port to operate a tape drive. The customer will need to contact Zenith for driver, we do not have driver for SCSI port.

Problem: I have one of your ESDI cards and I am unable to install Novell, how do I set this up.
Solution: When you low level format the drive do not use the HEAD MAPPING mode if your operating system is going to be Novell. If your drive is > greater than 528mb do NOT use HEAD MAPPING MODE. Now under DOS you will not see the full capacity of the drive and that is fine because your only going to create a small DOS partition anyway, Novell will recognize the full capacity of the hard drive. Use the driver that is built into the Novell operating system. It's called ISADISK and you load it with a /b. This has to be a lower case b. The /b tells Novell that our controller card has a BIOS on board and then Novell knows where to get drive parameters.

Problem: I have a DTC 6280Z and I can't access DOS DEBUG.
Solution: Any card we have that ends with a Z means this isa card we OEM'd to Zenith. The cards we OEM'd to Zenith do not have our BIOS on board, therefore DEBUG does not work.
If customer wishes to purchase BIOS he may call (408)942-4019, charge is $25.00.

Problem: When I type DEBUG and the address g=c800:5 the cursor moves down to the next line and hangs.
Solution: Make sure dip switch is set up correctly, make sure card has BIOS chip in it and make sure you have nothing else in the system using the same address range as our controller card's BIOS.