



FASTTRAK TX4000

USER MANUAL

Version 1.3



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Chapter 1: Introduction

The PC which you are using either already contains a Promise Technology FastTrak TX4000 RAID card installed by a third-party or you have acquired a FastTrak TX4000 retail product for your existing PC and will be installing the card yourself.

- For PC owners wishing to install their Promise Technology FastTrak TX4000 card, proceed to Chapter 2: Quick Start on page 5.
- For PCs with a Promise Technology FastTrak TX4000 card already installed, consult Chapter 6: Troubleshooting and Tips on page 51 if you are experiencing any difficulties with the hard drive being recognized by the card.
- If your operating system has crashed for some reason or you have downloaded updated drivers from the Promise website (www.promise.com), you may wish to reinstall software drivers for the FastTrak TX4000 card. Consult Chapter 4: Installing Drivers on page 33.

What is the FastTrak TX4000 RAID Card?

Promise originally designed the FastTrak TX4000 card as a cost-effective, high performance RAID card that adds performance and/or reliability to PC desktops and/or servers using Ultra ATA/133, Ultra ATA/100, or Ultra ATA/66 drives. The FastTrak TX4000 offer some major performance differences as described below.

The FastTrak TX4000 supports motherboards that offer a 66MHz PCI bus (versus the traditional 33MHz bus) and the capability of transferring data across the PCI bus at speeds up to 266MB per second (versus the previous 133MB per second). As Ultra ATA/133 drive performance continues to improve, the use of the Promise ATA RAID card in a 66 MHz PCI slot will allow data transfers to exceed the older 33MB. Of course, the FastTrak TX4000 is backward compatible with standard 33MHz PCI slots.

FastTrak TX4000 has four independent data channels to support a maximum of four Ultra ATA drives. FastTrak TX4000 supports striping (RAID 0), mirroring (RAID 1) or striping/mirroring (RAID 0+1).

- With striping, identical drives can read and write data in parallel to increase performance.
- Mirroring increases read performance through load balancing and elevator sorting while creating a complete backup of your files.
- Striping with mirroring offers both high read/write performance and fault tolerance.

A FastTrak TX4000 striped array can double the sustained data transfer rate of Ultra ATA/133 drives. FastTrak TX4000 fully supports Ultra ATA/133 specification of up to 133 MB/sec per drive, depending on individual drive specifications.

All FastTrak TX4000 models also offer fault tolerant, data redundancy for entry-level network file servers or simply for desktop PC users wanting to continually protect valuable data on their PC. Each FastTrak TX4000 model offers RAID 1 mirroring (for two drives) and RAID 0+1 mirroring plus striping (for four drives) to protect data. Should a drive that is part of a mirrored array fail, FastTrak TX4000 uses the mirrored drive (which contains identical data) to assume all data handling. When a new replacement drive is later installed, FastTrak TX4000 rebuilds data to the new drive from the mirrored drive to restore fault tolerance.

When attached drives are used with optional Promise SuperSwap series hot swap chassis, the FastTrak TX4000 allows replacing a failed drive without shutting down the PC operation under RAID 1 mirroring.

FastTrak TX4000's bootable BIOS supports individual drives larger than 137 GB. With FAT32 and NTFS partitioning, the array can be addressed as one large single volume.

Promise Array Management Utility (PAM)

Professional RAID array management utility offers local and remote management and monitoring of all FastTrak arrays that exist anywhere on a network. Windows-based GUI provides email notification of all major events/alarms, memory cache management, logging for NT/2000 servers, array maintenance, rebuild, and access to all components in array (server, controller, data channels, individual drives, and enclosure). For information on using PAM, refer to the PAM User Manual, which is included in the FastTrak TX4000 package.

Keys Features and Benefits

The following information offers an overview of the major features of your new Promise FastTrak TX4000 card...

Advanced Hardware Design	
Features	Benefits
Supports 66MHz PCI bus motherboards (automatically backward compatible with 33MHz PCI slots)	Allows maximum data transfers of up to 266MB per second (133 MB/s in 33 MHz slot) over the bus to dramatically reduce the time to save and retrieve large files.
Supports data striping (RAID 0), mirroring (RAID 1), and striping/mirroring combination (RAID 0+1)	Provides dramatic increase in drive performance and/or fault tolerant options. Offers performance customization and data rebuilds from the BIOS menu.
Supports Ultra DMA 6/5/4 DMA 2/1/0	Burst data transfer rates up to 133MB/sec from Ultra ATA/133 drives to boost overall system performance.
Independent data channels	Drives can multiply their data transfer performance when striped together and each drive uses a separate data channel.
PCI Plug-n-Play, PCI Interrupt sharing and coexists with motherboard IDE controllers	Easy to install; support four ATA drives on the FastTrak TX4000 while still supporting 4 devices on motherboard ATA controller.
Supports concurrent IDE channel operation	Drive workload is distributed in parallel between members of the array.
Supports IDE bus master operation	Allows multitasking during disk transfers that increase CPU efficiency. The CPU is free to process tasks during IDE data transfers through the PCI Bus to/from system memory.
Utilizes FastBuild automenu from the FastTrak TX4000 onboard BIOS	Offers pre-set application specific settings that can be optimized for Desktop, Server, or A/V Editing. Has Auto Setup option for quick and easy array builds.
Displays status and error checking messages during boot up	Notifies user of possible errors and allows for recovery of mirrored drive arrays directly from FastBuild.
Employs the latest Promise PCI Ultra ATA/133 ASIC technology	Fully supports Ultra ATA/133 specifications with 133 MB/sec timing and CRC error-checking at high speeds.

Mirroring supports automatic background rebuilds	Fault tolerance can be restored automatically without rebooting.
--	--

Compatibility	
Features	Benefits
Complies with PCI v2.2 Local Bus standard	Provides highest level of hardware compatibility.
Compliant with PCI IDE Bus Master standard. PCI IDE Bus Master support for Windows 98, ME, NT4, 2000, XP, Server 2003	Provides 32-bit I/O, IDE Bus Master, and Ultra ATA performance for optimal system performance.
Tested compatibility to coexist with motherboards that have integrated IDE controllers	Improves system performance of new and existing installations including motherboards with Intel chipsets.
Compatible with Ultra ATA/133, Ultra ATA/100, Ultra ATA/66 drives supporting multi-word DMA	Works with newest and current IDE drive specifications. Promise engineers experienced with IDE devices perform verification testing with major drive manufacturers and development partners.
Features LBA and Extended Interrupt13 drive translation in controller onboard BIOS	Breaks capacity barriers for support of drives greater than 137 GB in capacity. Offers flexible storage options for space demanding applications.

Chapter 2: Quick Start

When you receive the FastTrak TX4000 Series Controller Card, the package should contain the items listed below:

- FastTrak TX4000 Ultra ATA/133 RAID Controller Card
- Quick Start Guide
- FastTrak TX4000 driver diskette
- Two Y-cable power splitters.
- Four internal 80-wire/40-pin Ultra ATA/133 hard drive cables (18 inches or 45 cm in length)
- CD with Promise Array Management (PAM) utility, PAM User Manual and FastTrak TX4000 User Manual.

If ANY of the contents are missing or appear to be damaged, please contact your dealer or distributor immediately.



Warning

Before installing the adapter into an existing system, backup any important or useful data. Failure to follow this accepted PC practice could result in data loss.



Warning

The FastTrak TX4000 Controller card, like other parts of your system, is subject to damage by static electricity. Be sure that you're properly grounded (Promise recommends that you wear an anti-static strap or touch a grounded object) and that you unplug your system before installing your FastTrak TX4000 Controller card.



Installing the FastTrak TX4000 Card

The FastTrak TX4000 Controller card fits into any available 32-bit PCI slot (must be PCI 2.1 or 2.2 compliant). It also fits the 32-bit portion of a 64-bit PCI slot, on the system's motherboard (see figure below).

1. Remove the cover of your system.
2. Remove the inside slot cover of an available 32-bit PCI slot on the motherboard.
3. Install the FastTrak TX4000 Controller card into the open slot (see Figure 1 below). Secure the bracket to the system's frame.
4. Attach your system case's 2- or 4-pin LED cable to the LED connector on the FastTrak TX4000 Controller card (see Figures 2 and 3, below). Make sure that pin 1 on the connector is aligned with pin 1 of the cable.
5. Fasten the controller card bracket to the system case (see below).

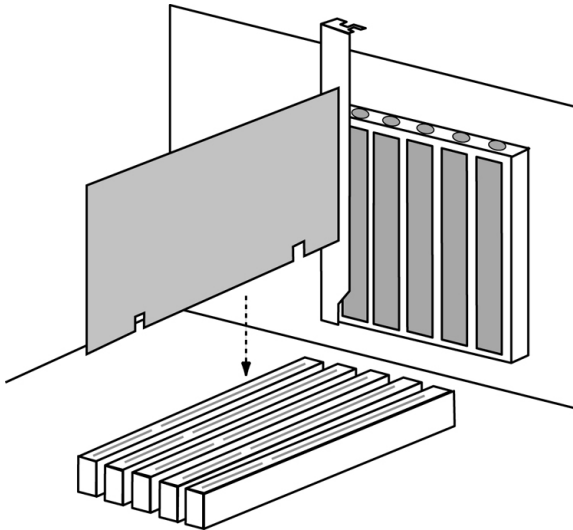


Figure 1. Insert the FastTrak TX4000 card into an open PCI slot.

Installing the Hard Drives



Important

If you wish to include your current bootable ATA drive using the Windows NT4.x, 2000, XP, Server 2003, ME or 98 operating system on your FastTrak TX4000 Controller card, do NOT connect the hard drive to the card yet.

You MUST install the Windows NT4.x, 2000, XP, Server 2003, ME or 98 driver software first onto this drive while it is still attached to your existing hard drive controller.

Hard drives must be Ultra ATA/133, Ultra ATA/100, Ultra ATA/66 compatible to operate with the FastTrak TX4000 RAID Adapter. For optimal performance, install all identical drives of the same model and capacity. The drives' matched performance allows the array to function better as a single drive.

1. Promise recommends using identical drives as part of a FastTrak TX4000 array. If striping for performance, use up to four new drives. If mirroring for protection, you can use two new drives OR use an existing drive and a new drive (the new drive must be the same size or larger than the existing drive).
2. Set the jumpers on all drives to Master, Cable Select in Master position or Single.
3. Install the hard drives into the hard drive bays of your system, including the power cables.



Warning

Use of removable hard drive enclosures other than Promise Technology's SuperSwap series is not supported and may result in performance loss or other undesired results.

4. Attach a black connector of the Ultra ATA cable to each hard drive.
5. Attach a blue cable connector to each of the IDE connectors on the FastTrak TX4000 controller card. The black colored edge of the cable(s) indicates Pin 1 (see Figure 2).

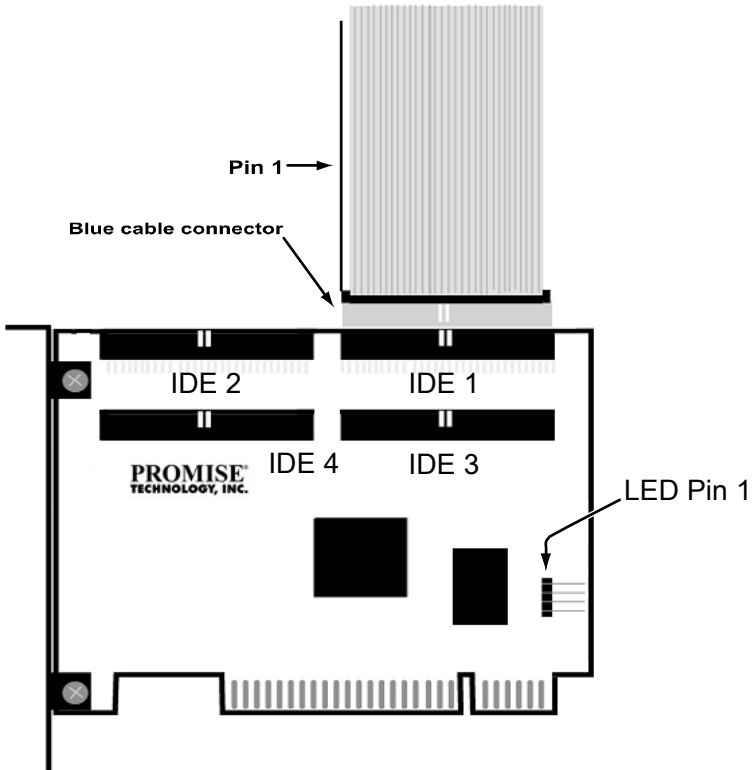


Figure 2. TX4000 card



Important

You must use an 80-wire, 40-pin cable when connecting your hard drives to the FastTrak TX4000 controller card. The FastTrak TX4000 package contains four 80-wire, 40-pin cables.



Notes

- The FastTrak TX4000 Controller card is a PCI Plug-n-Play (PnP) device. No changes are necessary in the Motherboard CMOS Setup for resources or drive types in most applications.
 - If you wish to boot from a FastTrak TX4000 drive array AND continue to use hard drives attached to your motherboard's IDE controller, refer to your motherboard manual for the specific BIOS settings to use in order to establish their proper boot order.
-

Creating Your Disk Array

You will now use the onboard FastBuild BIOS utility to create your array using the attached drives. There are three different scenarios in creating this array. You can create an array for performance, you can create a Security array using new hard drives (recommended), or you can create a Security array using an existing hard drive and a new hard drive.



Warning

If creating a Security array using an existing hard drive, backup any necessary data. Failure to follow this accepted PC practice could result in data loss.

Boot your system. If this is the first time you have booted with the FastTrak TX4000 card and drives installed, the Promise onboard BIOS will display the following screen.

```
FastTrak TXx000 (tm) BIOS Version 1.xx (Build xxxx)
(c) 2002-2005 Promise Technology, Inc. All Rights Reserved.
```

```
No array defined . . .
```

```
Press <Ctrl-F> to enter FastBuild (tm) Utility
Or press <ESC> key to continue booting the system.
```

Press the Ctrl-F keys to display the FastBuild Utility Main Menu.

Press "1" to display the Auto Setup Menu below. This is the fastest and easiest method to creating your first array.

FastBuild (tm) Utility 1.xx (c) 2002-2005 Promise Technology, Inc.
[Auto Setup Options Menu]

Optimize Array for:	Performance
Typical Application usage:	A/V Editing

[Auto Setup Configuration]

Mode	Stripe
Drives used in Array	2
Array Disk Capacity	16126

[Keys Available]

[↑] Up [↓] Down [←, →, Space] Change Option [ESC] Exit [Ctrl-Y] Save



Note

If you wish to customize certain settings at a later time, you may do so by manually creating your array. See Using FastBuild Configuration Utility on page 15.

Creating an Array for Performance

FastTrak TX4000 allows users to create striped or mirrored arrays with 1, 2, 3, or 4 drives.

To create an array for best performance, follow these steps:

1. Using the Spacebar, choose Performance under the Optimize Array for section.
2. Select how you will use your PC most under the Typical Application usage section. The choices are A/V Editing, Server, and Desktop (the default).
3. Press Ctrl-Y to Save and create the array.
4. Reboot your system.
5. Once the array has been created, you will need to FDISK and format the array as if it were a new single hard drive.
6. Proceed to Chapter 4: Installing Drivers.

Creating a Security Array with New Drives



Notes

Under the Security setting, FastTrak TX4000 permits two drives to be used for a single Mirrored array or four drives to be used for a Mirrored/Striped array in Auto Setup.

When creating a Security array with new drives, a feature called Gigabyte Boundary will automatically be set to ON. For a description of the Gigabyte Boundary feature, see page 23.

To create an array for data protection using new hard drives, follow these steps:

1. Using the Spacebar, choose Security under the Optimize Array for section.
2. Press Ctrl-Y to Save your selection.
3. The window below will appear.

Do you want the disk image to be duplicated to another? (Yes/No)
Y - Create and Duplicate
N - Create Only

4. Press N for the Create Only option.
5. A window will appear almost immediately confirming that your Security array has been created. Press any key to reboot the system.

Array has been created.
<Press Any Key to Reboot>

6. Proceed with normal FDISK and format procedures as if you had just installed a new hard drive.
7. Once the arrayed drives have been formatted, proceed to Chapter 4 to install your operating system and/or FastTrak TX4000 driver.

Creating a Security Array with an Existing Data Drive

Under the Security setting, FastTrak TX4000 permits two drives to be used for a single Mirrored array or four drives to be used for a Mirrored/Striped array in Auto Setup.

You would use this method if you wish to use a drive that already contains data and/or is the bootable system drive in your system. You will need another drive of identical or larger storage capacity.



Warning

If creating a Security array using an existing hard drive, backup any necessary data. Failure to follow this accepted PC practice could result in data loss.



Warning

If you wish to include your current bootable drive using the Windows NT 4.x, 2000, XP, Server 2003, ME or 98 operating system as part of a bootable Mirrored (RAID 1) array on your FastTrak TX4000, do NOT connect the hard drive to the FastTrak TX4000 controller yet.

You MUST install the Windows NT 4.x, 2000, XP, Server 2003, ME or 98 driver software first (see Chapter 4) to this drive while it is still attached to your existing hard drive controller.

Follow these steps:

1. Using the Spacebar, choose Security under the Optimize Array for section.
2. Press Ctrl-Y to Save your selection. The window below will appear.

Do you want the disk image to be duplicated to another? (Yes/No)
Y - Create and Duplicate
N - Create Only

3. Press Y for the Create and Duplicate option. The window below will appear asking you to select the Source drive to use. FastBuild will copy all data from the Source drive to the Target drive.

Channel:	Drive ID	Source Disk Drive Model	Capacity (MB)
Channel:	Drive ID	Target Disk Drive Model	Capacity (MB)
[Please Select A Source Disk]			
Channel:	Drive ID	Drive Model	Capacity (MB)
1 :	1	QUANTUMCR8.4A	8063
3 :	3	QUANTUMCR8.4A	8063
[↑] Up [↓] [ESC] Exit [Ctrl-Y] Save			

- Press the arrow keys to choose which drive contains the existing data to be copied.
- Press Ctrl-Y to Save selection and start duplication. The following progress screen will appear.

```
Start to duplicate the image . . .
Do you want to continue? (Yes/No)
Y - Continue N - Abort
```

- Select Y to continue. If you choose N, you will be returned to step 1.
- Once complete, the following screen will appear confirming that your Security array has been created. Press any key to reboot the system.

```
Array has been created.
<Press Any Key to Reboot>
```

- Proceed to Chapter 4: Installing Drivers to install the FastTrak TX4000 driver and/or operating system.

Chapter 3: Using FastBuild Configuration Utility

The FastBuild Configuration Utility offers several menu choices to create and manage the drive array on the Promise FastTrak TX4000 adapter. For purposes of this manual, it is assumed you have already created an array in the previous chapter and now wish to make a change to the array or view other options.

Viewing FastTrak TX4000 BIOS Screen

When you boot your system with the FastTrak TX4000 card and drives installed, the Promise onboard BIOS will detect the drives attached and show the following screen.

```
FastTrak TXx000 (tm) BIOS Version 1.xx (Build xxxx)
(c) 2002-2005 Promise Technology, Inc. All Rights Reserved.

Scanning IDE drives . . . . .
```

If an array exists already, the BIOS will display the following screen showing the card's BIOS version and status of the array.

```
FastTrak TXx000 (tm) BIOS Version 1.xx (Build xxxx)
(c) 2002-2005 Promise Technology, Inc. All Rights Reserved.

ID          MODE          SIZE          TRACK-MAPPING  STATUS
1 *        2+0 Stripe    16126M        611/128/32     Functional

Press <Ctrl-F> to enter FastBuild (tm) Utility....
```

The array status consists of three possible conditions: *Functional*, *Critical*, *Offline*.

Functional – The array is operational.

Critical – A mirrored array contains a drive that has failed or disconnected. The remaining drive member in the array is functional. However, the array has temporarily lost its ability to provide fault tolerance. Use the FastBuild Setup utility to identify the failed drive. Then replace the drive.

Offline – A mirrored array has two drives that have failed or become disconnected or a striped array has one drive that has failed or been disconnected. When the array condition is offline, you must replace the failed drive(s) and then restore data from a backup source.

Navigating the FastBuild Setup Menu

When using the menus, these are some of the basic navigation tips: Arrow keys highlights through choices; the Space bar allows to cycle through options; Enter selects an option; Esc aborts or exits the current menu.

Using the Main Menu

This is the first option screen when entering the FastBuild Setup.

```
FastBuild (tm) Utility 1.xx (c) 2002-2005 Promise Technology, Inc.
                               [ Main Menu ]

Auto Setup                     [ 1 ]
View Drive Assignments        [ 2 ]
Define Array                   [ 3 ]
Delete Array                   [ 4 ]
Rebuild Array                  [ 5 ]

                               [ Keys Available ]
Press 1...5 to Select Option [ESC] Exit
```

To create a new array automatically, follow the steps under Creating Arrays Automatically on page 17. Promise recommends this option for most users.

To manually create an array or define an array as bootable, follow the steps under Manually Creating an Array on page 21.

You will also need to manually create an array if you wish to modify block size.

To make an existing array bootable, see page 27.

To view drives assigned to arrays, see Viewing Drive Assignments on page 20.

To delete an array (but not delete the data contained on the array), see Deleting an Array on page 29.

To rebuild a mirrored array, see Rebuilding an Array on page 31.



Notes

After you install the FastTrak TX4000 card and configure an array using FastBuild, use FDISK to format the arrayed drive(s) if you are using new, blank drives.

Creating Arrays Automatically

The Auto Setup (1) selection from the Main Menu can intuitively help create your disk array. It will assign all available drives appropriate for the disk array you are creating. After making all selections, press Ctrl-Y to Save the selections. FastBuild will automatically build the array.

```
FastBuild (tm) Utility 1.xx (c) 2002-2005 Promise Technology, Inc.
[Auto Setup Options Menu]

Optimize Array for:           Performance
Typical Application usage:   A/V Editing

[ Auto Setup Configuration ]

Mode ..... Stripe
Spare Drive Count ..... 1
Drives used in Array ..... 2
Array Disk Capacity (size in MB) ..... 16126

[ Keys Available ]

[↑] Up [↓] Down [←, →, Space] Change Option [ESC] Exit [Ctrl-Y] Save
```

Optimize Array for

Select whether you want Performance (RAID 0), Security (RAID 1 or RAID 0+1) under the Optimize Array for setting.

Performance

RAID 0 (Striping) supports the high performance. The storage capacity equals the number of drives times the capacity of the smallest drive in the disk array.



Note

FastTrak TX4000 permits striped arrays using 1, 2, 3, or 4 drives attached in Auto Setup mode.

Under the Security setting, FastTrak TX4000 permits two drives to be used for a single Mirrored array or four drives to be used for a Mirrored/Striped array in Auto Setup.

Security

(RAID 1 Mirroring, or RAID 0+1 Striping/ Mirroring) creates a mirrored (or fault tolerant) array for data security. The storage capacity equals one-half the number of drives times the capacity of the smallest drive in the disk array.



Note

Under the Security setting, FastTrak TX4000 permits two drives to be used for a single Mirrored array or four drives to be used for a Mirrored/Striped array in Auto Setup.

Security and Performance

RAID 0+1 (Striping/Mirroring) creates an array with striping for high performance plus mirroring for fault tolerance and data security. The storage capacity equals one-half the number of drives times the capacity of the smallest drive in the disk array. This option requires 4 drives.

Defining Typical Application Usage

Allows the user to choose the type of PC usage that will be performed in order to optimize how FastTrak TX4000 handles data blocks to enhance performance. Your choice will determine the block size used. You may choose from: A/V Editing (for audio/video applications, or any similar application that requires large file transfers), Server (for numerous small file transfers), or Desktop (a combination of large and small file sizes).

Using a Hot Spare Drive

If a third drive is attached and is not assigned to a mirrored two-drive disk array (one optimized for Security), it will be recognized as a spare drive. Such a drive is immediately used as a standby replacement. It is automatically added to an array once a disk member of the array has been detected as failed.

To restore fault tolerance as quickly as possible, FastTrak TX4000 begins to perform an automatic data rebuild on the spare drive in the background without the need to restart the system.

At a later time, the failed drive can be physically removed from the FastTrak TX4000 card and an extra drive added in its place to function as the spare drive.



Important

The hot spare drive must have a capacity that is equal to or larger than the smallest array member.

Creating Multiple Disk Arrays

If you plan to create multiple arrays,

1. Attach only the drives necessary to create the first disk array and complete the Auto Setup (1).
2. Install the additional drives needed for the second array and again use the Auto Setup (1).



Note

If you wish to customize the settings of individual disk arrays (such as block size), you must manually create disk arrays with the Define Array (3) option from the Main Menu.

Viewing Drive Assignments

The View Drive Assignments (2) option in the Main Menu displays whether drives are assigned to a disk array or are unassigned.

Under the Assignment column, drives are labeled with their assigned disk array or shown as Free if unassigned. Such Free drives can be used for a future array or used as a spare drive when a drive fails in a mirrored array, provided the free drive's capacity is equal to or larger than the smallest array member.

Unassigned drives are not accessible by the OS. The menu also displays the data transfer mode that relates to speed used by each drive (U5 refers to 100MB/sec transfers, U4 refers to 66MB/sec transfers, etc...)

FastBuild (tm) Utility 1.xx (c) 2002-2005 Promise Technology, Inc.
[View Drive Assignments]

Channel:	Drive ID	Drive Model	Capacity(MB)	Assignment	Mode
1 :	1	QUANTUMCR8.4A	8063	Array 1	U5
2 :	2	QUANTUMCR8.4A	8063	Free	U5
3 :	3	QUANTUMCR8.4A	8063	Array 1	U5
4 :					

[Keys Available]

[↑] Up [↓] Down [ESC] Exit Mode (U=UDMA, P=PIO, D=DMA)

Manually Creating an Array

The Define Array (3) option from the Main Menu allows users to begin the process of manually defining the drive elements and RAID levels for one or multiple disk arrays attached to FastTrak TX4000.

Users will commonly create one or two drive arrays with FastTrak TX4000, though the card will support a maximum of four arrays. You may use a single drive in striping mode with FastTrak TX4000. In this rare scenario, the card will create an individual array ID but will offer conventional controller performance depending on the drive type. At a later time, you can add a second drive to the array and recreate the array to support RAID 1 mirroring.



Note

For most installations, Promise recommends the (1) Auto Setup for easy disk array creation.

FastBuild (tm) Utility 1.xx (c) 2002-2005 Promise Technology, Inc.
[Define Array Menu]

Array No	RAID Mode	Total Drv	Capacity(MB)	Status
Array 1	Stripe	2	16126	Functional
Array 2	---	---	---	---
Array 3	---	---	---	---
Array 4	---	---	---	---

[Keys Available]

Note: * — Bootable Array

[↑] Up [↓] Down [ESC] Exit [Enter] Select [Space] Change Boot Drive

To manually create an array from the Define Array Menu:

1. Press the arrow keys to highlight the array number you wish to define, and press Enter to select.
2. The Define Array Definition Menu will next appear that allows drive assignments to the disk array (see next page).

Selecting Array Type

1. Under the Definition section of this menu, highlight the Array # for which you want to assign a RAID level.
2. Press the Spacebar to cycle through three array types:
 - Performance (RAID 0 Striping)
 - Security (RAID 1 Mirroring)
 - RAID 0+1 Striping/Mirroring (for 4 drives)

See page 50 for more information about RAID levels.

```

FastBuild (tm) Utility 1.xx (c) 2002-2005 Promise Technology, Inc.
[ Define Array Definition Menu ]

Array No      RAID Mode      Total Drv      Capacity(MB)      Status
Array 1       Stripe         2              16126             Functional

Stripe Block: 64 KB                               Gigabyte Boundary: ON
[ Drive Assignments ]

Channel:  Drive ID      Drive Model      Capacity (MB)      Assignment
1 :       1             QUANTUMCR8.4A   8063              Y
2 :       2             QUANTUMCR8.4A   8063              N
3 :       3             QUANTUMCR8.4A   8063              Y
4 :

[ Keys Available ]

[↑] Up [↓] Down [ESC] Exit [Space] Select [Ctrl-Y] Save
    
```

Selecting Stripe Block

For RAID 0 and RAID 0+1 arrays you may manually select the stripe block size. Press the Spacebar to scroll through choices progressing as follows (16, 32, 64, 128, 256 MB).

The size selected affects how FastTrak TX4000 sends and retrieves data blocks to and from the drives. You will need to perform your own testing to determine how the data block size is affecting your particular use of the array. In general, a larger block size is better when handling large data transfers (such as in A/V editing or graphics) while a smaller block size is better when handling e-mail and other common server data. The default is 64K.

Gigabyte Boundary

The Gigabyte Boundary feature is designed for mirrored arrays (RAID 1 or RAID 0+1) in which a drive has failed and the user cannot replace the drive with the same capacity or larger. Instead, the Gigabyte Boundary feature permits the installation of a replacement drive that is slightly smaller (within 1 gigabyte) than the remaining working drive (for example, an 80.5 GB drive would be rounded down to 80 GB).

This can be helpful in the event that a drive fails and an exact replacement model is no longer available. Without this feature enabled, FastTrak TX4000 will NOT permit the use of a replacement drive that is slightly smaller than the remaining working drive.

For the Gigabyte Boundary feature to work, the Gigabyte Boundary feature must be set to ON when the original mirrored array is created. When enabled, the Gigabyte Boundary feature rounds the drive capacity of both drives to the common whole GB drive size. For example, with the Gigabyte Boundary feature enabled, the remaining working drive can be 80.5 GB and the replacement drive can be 80.3, since both are rounded down to 80GB.

This permits the smaller drive to be used. Please note that users will lose a small amount of available storage capacity from both drives in order to arrive at a common drive size.



Note

Gigabyte Boundary is automatically disabled when creating a mirrored array (RAID 1) from an existing drive (versus using two brand new drives). This protects the existing drive's partition table in order to maintain data integrity.

Assigning Drive(s) to Array

1. Under the Drive Assignments section, highlight a drive by pressing the ↑ and ↓ keys.
2. Press the Spacebar to change the Assignable option to Y to add the drive to the disk array.
3. Press Ctrl-Y to save the disk array information. Depending on the array type selected, the following scenarios will take place:
 - If choosing a Striping or Mirroring/Striping array, the initial Define Array Menu screen will appear with the arrays defined. From there you may ESC to exit and return to the Main Menu of FastBuild.
 - If you selected a Mirroring array for two drives, there is an additional window that appears as described in order to create the array. To do this you will use either two brand new drives, or one drive that contains existing data that you wish to mirror.

Creating a Mirrored Array Using New Drives

As described in the Drive Assignments Option section above, if you selected a mirroring array and wish to use two new assigned drives, follow the directions here.

1. Assign new drives to a Mirroring array
2. Save the information by pressing Ctrl-Y, the window below will appear.

Do you want the disk image to be duplicated to another? (Yes/No) Y - Create and Duplicate N - Create Only

3. Press N for the Create Only option. A window will appear almost immediately confirming that your Security array has been created.

Array has been created. <Press Any Key to Reboot>
--

4. Press any key to reboot the system.

Adding Fault Tolerance to an Existing Drive

FastTrak TX4000 will create a mirrored array using an existing system drive with data. You must assign the existing drive and another drive of same or larger capacity to the Mirroring array. The BIOS will send the existing data to the new blank drive.



Warning

Backup any necessary data before proceeding. Failure to follow this accepted PC practice could result in data loss.



Warning

If you wish to include your current bootable drive using the Windows NT 4.x, 2000, XP, Server 2003, ME or 98 operating system as part of a bootable Mirrored (RAID 1) array on your FastTrak TX4000, You MUST install the driver software while the bootable drive is still attached to your existing hard drive controller. See Chapter 4.

1. Assign the drives to a Mirroring array.
2. Press Ctrl-Y to Save your selection. The window below will appear.

Do you want the disk image to be duplicated to another? (Yes/No)
Y - Create and Duplicate
N - Create Only



Note

Gigabyte Boundary is automatically disabled when creating a mirrored array (RAID 1) from an existing drive (versus using two brand new drives). This protects the existing drive's partition table in order to maintain data integrity.

3. Press Y for the Create and Duplicate option. The window below will appear asking you to select the Source drive to use. FastBuild will copy all data from the Source drive to the Target drive.

Channel:	Drive ID	Source Disk Drive Model	Capacity (MB)
Channel:	Drive ID	Target Disk Drive Model	Capacity (MB)
[Please Select A Source Disk]			
Channel:	Drive ID	Drive Model	Capacity (MB)
1 :	1	QUANTUMCR8.4A	8063
3 :	3	QUANTUMCR8.4A	8063
[↑] Up [↓] [ESC] Exit [Ctrl-Y] Save			

4. Press the arrow keys to choose which drive contains the existing data to be copied.



Warning

All target drive data will be erased. Make sure you choose the correct drive.

5. Press Ctrl-Y to Save selection and start duplication. The following confirmation screen will appear.

Start to duplicate the image . . .
 Do you want to continue? (Yes/No)
 Y – Continue N - Abort

6. Select Y to continue. If you choose N, you will be returned to step 1.
7. Once you select Y, the following progress screen will appear. The process will take a few minutes.

Please Wait While Duplicating The Image

10%

Complete

Once mirroring is complete, the following screen will appear confirming that your Security array has been created.

Array has been created.
 <Press Any Key to Reboot>

8. Press any key to reboot the system.

Making a FastTrak TX4000 Disk Array Bootable



Warning

If you plan to boot from an array on the FastTrak TX4000, you must configure the system BIOS Setup to use the FastTrak TX4000 as a bootable device (rather than the onboard controller or another add-in card).

This option is not available if the FastTrak TX4000 is being used as a secondary controller.

Once you have returned to the Define Array Menu window (below), you will see the array(s) you have created. You now may use the menu to select which previously-defined array will be used as the bootable array.

FastBuild (tm) Utility 1.xx (c) 2002-2005 Promise Technology, Inc. [Define Array Menu]				
Array No	RAID Mode	Total Drv	Capacity(MB)	Status
* Array 1	Stripe	2	13044	Functional

Note: * — Bootable Array

[↑] Up [↓] Down [ESC] Exit [Enter] Select [Space] Change Boot Drive

1. Highlight the array that you want to boot from using the ↑ Up ↓ Down keys.
2. Press the Spacebar.
3. An asterisk (*) appears next to the array number indicating it as bootable. The system will now recognize this array as the first array seen.
4. The system will then use this bootable array as the (fixed) boot C: drive.



Note

The bootable array must contain your configured operating system...

Creating a Hot Spare Drive for Mirrored Arrays

For automatic rebuilds of a mirrored array, attach a spare drive to the FastTrak TX4000. Drives that are not assigned to an array and are the same size or larger than the original will be used for the automatic rebuild. This is performed in the background under all supported operating systems, except DOS. At a later time, the system can be turned off and the failed drive can be physically removed.

How FastTrak TX4000 Orders Arrays

During startup, the disk arrays on the FastTrak TX4000 are recognized in this order:

1. The array set to bootable in the FastBuild Setup.
2. The Array number (i.e. Array 0, Array 1...). This would be involved in determining which drive letters will be assigned to each disk array.

How FastTrak TX4000 Saves Array Information

All disk array data is saved into the reserved sector on each array member. Promise suggests that users record their disk array information for future reference.

Another feature of the FastTrak TX4000 disk array system is to recognize drive members even if drives are moved between different FastTrak TX4000 card connectors. Since each drive's array data identifies itself to the array, it is possible to move or swap drives without modifying the array setup. This is valuable when adding drives, or during a rebuild.

Deleting an Array

The Delete Array (4) Menu option allows for deletion of disk array assignments. This is not the same as deleting data from the drives themselves.



Important

If you delete an array by accident, immediately define a new array identical to one you deleted. This action normally recovers the deleted array.



Warning

Deleting an existing disk array could result in its data loss. Make sure to record all array information including the array type, the disk members, and stripe block size in case you wish to undo a deletion.

FastBuild (tm) Utility 1.xx (c) 2002-2005 Promise Technology, Inc.
[Delete Array Menu]

Array No	RAID Mode	Total Drv	Capacity(MB)	Status
Array 1	Stripe	2	16126	Functional
Array 2	Mirror	2	8063	Functional
Array 3	---	---	---	---
Array 4	---	---	---	---

[Keys Available]

[↑] Up [↓] Down [ESC] Exit [Del] Delete

- To delete an array, highlight the Array you wish to delete and press the Delete key.
- The View Array Definition menu will appear (see below) showing which drives are assigned to this array.

FastBuild (tm) Utility 1.xx (c) 2002-2005 Promise Technology, Inc.
[Define Array Menu]

Array No	RAID Mode	Total Drv	Capacity(MB)	Status
Array 1	Stripe	2	16126	Functional

Stripe Block: 64 KB Gigabyte Boundary: OFF

[Drive Assignments]

Channel:	Drive ID	Drive Model	Capacity (MB)	Assignment
1 :	1	QUANTUMCR8.4A	8063	Y
3 :	3	QUANTUMCR8.4A	8063	Y

3. Press Ctrl-Y to confirm Yes to the following warning message and continue array deletion:

Are you sure you want to delete this array?
Press Ctrl-Y to Delete, others to Abort

4. After deleting the array, create a new array using Auto Setup or the Define Array menu from the FastBuild Main Menu.

Rebuilding a Mirrored Array

The Rebuild Array (5) Menu option can be used to recover from an error in a mirrored disk array. You will receive an error message when booting your system from the FastTrak BIOS.



Important

Drives **MUST** be replaced if they contain any physical errors.

Follow these steps before using the Rebuild Array menu option:

1. On boot up, the FastTrak TX4000 Startup BIOS will display an error message identifying which drive has failed.
2. Press Ctrl-F to enter FastBuild Main Menu.
3. Select submenu Define Array (3).
4. Select the failed array and identify the Channel and ID of the failed drive.
5. Power off and physically remove the failed drive.
6. Replace the drive with an identical model.
7. Reboot the system and enter the FastBuild Main Menu.
8. Select the Rebuild Array (5) option. The following screen will appear.

FastBuild (tm) Utility 1.xx (c) 2002-2005 Promise Technology, Inc. [Rebuild Array Menu]				
Array No	RAID Mode	Total Drv	Capacity(MB)	Status
Array 1	Stripe	2	16126	Functional
Array 2	Mirror	2	8063	Critical
Array 3	---	---	---	---
Array 4	---	---	---	---
[Keys Available]				
[↑] Up [↓] Down [ESC] Exit [Enter] Select				

9. Highlight the array whose Status is Critical.
10. Press Enter. The following screen will then appear (see next page).

Chapter 4: Installing Software Drivers

Following are driver installation procedures for the Windows operating systems that support the FastTrak TX4000 Controller. The FastTrak TX4000 software drivers for Windows are included on the driver diskette.

Drivers and installation instructions for Linux and Novell operating systems are downloadable from the Promise website at www.promise.com.



Important

If you wish to include your current bootable ATA drive using the Windows NT4.x, 2000, XP, Server 2003, ME or 98 operating system on your FastTrak TX4000 Controller card, you **MUST** install the Windows NT4, 2000, XP, Server 2003, ME or 98 driver software first onto this drive while it is still attached to your existing hard drive controller.

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New Windows Server 2003 Installation

The following details the installation of the FastTrak TX4000 drivers while installing Windows Server 2003.

1. Start the installation:
 - Floppy Install: Boot the computer with the Windows Server 2003 installation diskettes.
 - CD-ROM Install: Boot from the CD-ROM. Press F6 after the message "Press F6 if you need to install third party SCSI or RAID driver" appears.
2. When the Windows Server 2003 Setup window is generated, press S to specify an Additional Device(s).
3. Insert the FastTrak TX4000 driver diskette into drive A: and press Enter.
4. Choose *Win .NET 2003 Promise FastTrak TX4000/S150 TX Series (tm) Controller* from the list that appears on screen, and then press the Enter.
5. Press S to use the driver on the floppy disk and then press Enter to continue with installation.
6. The Windows Server 2003 Setup screen will appear again saying "Setup will load support for the following mass storage devices:" The list will include "Win .NET 2003 Promise FastTrak TX4000/S150 TX Series (tm) Controller".

NOTE: If there are any additional devices to be installed, specify them now. When all devices are specified, continue to the next step.
7. From the Windows Server 2003 Setup screen, press the Enter. Setup will now load all device files and then continue the Windows Server 2003 installation.

Existing Windows Server 2003 Installation

After installing the FastTrak TX4000 card and rebooting your system, Windows Server 2003 setup will show a "Found New Hardware" dialog box.

1. Insert the FastTrak TX4000 driver diskette into the A:\ drive.
2. Choose *Install the software automatically* and press the Enter key.
3. Choose *Win .NET 2003 Promise FastTrak TX4000/S150 TX Series (tm) Controller* from the list that appears on screen, and then press the Enter key.
4. If using a driver that has not been digitally signed by Microsoft, you will be asked if you want to continue the installation. Click Continue anyway.
5. When the New Hardware Wizard has finished installing the FastTrak TX4000 software, click Finish.

Confirming Windows Server 2003 Driver Installation

1. Right-click on the My Computer icon and select Manage from the popup menu.
2. From the left panel, select Device Manager.
3. Click the "+" in front of SCSI and RAID controllers. "Win .NET 2003 Promise FastTrak TX4000/S150 TX Series (tm) Controller" should appear.

New Windows XP Installation

The following details the installation of the FastTrak TX4000 drivers while installing Windows XP.

1. Start the installation:
 - Floppy Install: Boot the computer with the Windows XP installation diskettes.
 - CD-ROM Install: Boot from the CD-ROM. Press F6 after the message "Press F6 if you need to install third party SCSI or RAID driver" appears.
2. When the Windows XP Text Setup is generated, press S to specify an Additional Device(s).
3. Insert the FastTrak TX4000 driver diskette into drive A: and press Enter.
4. Choose WinXP Promise FastTrak TX4000 Controller from the list that appears on screen, and then press the Enter.
5. Press Enter to continue with installation.
6. The Windows XP Setup screen will appear again saying "Setup will load support for the following mass storage devices:" The list will include WinXP Promise FastTrak TX4000 Controller.

NOTE: If there are any additional devices to be installed, specify them now. When all devices are specified, continue to the next step.
7. From the Windows XP Setup screen, press the Enter. Setup will now load all device files and then continue the Windows XP installation.

Existing Windows XP Installation

After installing the FastTrak TX4000 card and rebooting your system, Windows XP setup will show a “Found New Hardware” dialog box. Under Windows XP, “Mass Storage Controller” will be displayed.

1. Insert the FastTrak TX4000 driver diskette into the A:\ drive.
2. Choose *Install the software automatically* and press the Enter key.
3. Choose *WinXP Promise FastTrak TX4000 Controller* from the list that appears on screen, and then press the Enter key.
4. If using a driver that has not been digitally signed by Microsoft, you will be asked if you want to continue the installation. Click Continue anyway.
5. When the New Hardware Wizard has finished installing the FastTrak TX4000 software, click Finish.
6. Reboot your system.

Confirming Windows XP Driver Installation

1. From Windows XP, open the Control Panel from the My Computer icon.
2. Click Performance and maintenance.
3. Click the System icon.
4. Click the Hardware tab, then click the Device Manager tab.
5. Click the “+” in front of SCSI and RAID controllers. WinXP Promise FastTrak TX4000 Controller should appear.

New Windows 2000 Installation

The following details the installation of the FastTrak TX4000 drivers while installing Windows 2000.

1. Start the installation:
 - Floppy Install: Boot the computer with the Windows 2000 installation diskettes.
 - CD-ROM Install: Boot from the CD-ROM. Press F6 after the message "Press F6 if you need to install third party SCSI or RAID driver" appears.
2. When the Windows 2000 Setup window is generated, press S to specify an Additional Device(s).
3. Insert the FastTrak TX4000 driver diskette into drive A: and press Enter.
4. Choose Win2000 Promise FastTrak TX4000 Controller from the list that appears on screen then press Enter.
5. The Windows 2000 Setup screen will appear again saying "Setup will load support for the following mass storage devices:" The list will include Win2000 Promise FastTrak TX4000 Controller.

NOTE: If there are any additional devices to be installed, specify them now. When all devices are specified, continue to the next step.
6. From the Windows 2000 Setup screen, press Enter. Setup will now load all device files and then continue the Windows 2000 installation.

Existing Windows 2000

After installing the FastTrak TX4000 card and rebooting your system, Windows 2000 setup will show a “New Hardware Found” dialog box. Under Windows 2000, “PCI Mass Storage Controller” will be displayed.

1. Choose *Add New Hardware Wizard* from the list, and then press Enter.
2. Choose *Add/Troubleshoot a device* and click Next. The new hardware wizard will show device list
3. Choose *Mass Storage controller* and click Next. At the following screen click Finish.
4. Choose *Display a list the known drivers for this device so that I can choose a specific driver* then click Next.
5. When the Windows 2000 supported SCSI adapter drivers list appears, click Have disk.
6. Insert the FastTrak TX4000 driver diskette in drive A:\.
7. Type **A:\Win2000** in the text box. Click OK .
8. Choose *Win2000 Promise FastTrak TX4000 Controller* from the list that appears on screen, then click Next.
9. Click Yes to confirm continue the installation and copy the driver to system.
10. Remove the diskette and click Finish to restart the system. Windows 2000 will then restart for the driver installation to take effect.

Confirming Windows 2000 Driver Installation

1. From Windows 2000, open the Control Panel from My Computer icon followed by the System icon.
2. Choose the Hardware tab, and then click the Device Manager tab.
3. Click the “+” in front of SCSI and RAID controllers. Win2000 Promise FastTrak TX4000 Controller should appear.

New Windows ME Installation

The following details the installation of the FastTrak TX4000 drivers while installing Windows ME.

1. Install the FastTrak TX4000 controller card into your system.
2. Install Windows ME fully.
3. After installation, go to the Start menu and choose Settings.
4. From the Settings menu, choose Control Panel.
5. In the Control Panel window, double-click the System icon.
6. In the System window, choose the Device Manager tab.
7. In the hierarchical display under Other Devices is a listing for PCI RAID Controller. Click it then click the Properties button.
8. In the Properties window, choose the Driver tab then choose Update Driver and click Next.
9. Choose Search for a better driver than the one your device is using now (recommended) then click Next.
10. Choose Specify Location then type **A:WIN98-ME** in the text box.
11. Insert the FastTrak TX4000 driver diskette into the A: drive.
12. Click the Next button. A message informing you that "Win98-ME Promise FastTrak TX4000 Controller" should appear.
13. Click Next, then click Finish.
14. When asked if you want to restart your computer, click Yes. Immediately remove the diskette from drive A:.

Existing Windows ME Installation

The following section details the installation of FastTrak TX4000 drivers on a system that has Windows ME already installed and running.

1. After installing the FastTrak TX4000 controller card and configuring the hard drives, power up the system and boot.
2. The Add New Hardware Wizard will appear, informing you that it has found a PCI Mass Storage Controller.
3. Click Next, then from the generated list box, choose *Specify the location of the driver (Advanced)*.
4. Click Next, then from the generated choices, choose *Specify a location*.
5. Insert the FastTrak TX4000 driver diskette in drive A:.
6. Type **A:\WIN98-ME** in the text box that appears.
7. Click Next. A message informing you that Windows ME has found "Win98-ME Promise FastTrak TX4000 Controller" should appear.
8. Click Next, then click Finish. When asked if you want to restart your computer, click Yes. Immediately remove the diskette from drive A:.

Confirming Driver Installation in Windows ME

To confirm that the driver has been properly loaded in Me, perform the following steps:

1. Choose *Settings* from the Start menu.
2. Choose *Control Panel*, then double-click the System icon.
3. Choose the *Device Manager* tab, then click the "+" in front of SCSI & RAID controllers. "Win98-ME Promise FastTrak TX4000 Controller" should appear.

New Windows NT4.x Installation

The following details the installation of the FastTrak TX4000 drivers while installing Windows NT4.x.

1. Start the system installation by booting from the Windows NT disk:
 - Floppy install: boot the system with the Windows NT installation diskettes.
 - CD-ROM disk install: boot from the CD-ROM disk and press F6 when the message "Setup is inspecting your computer's hardware configuration..." appears.
2. When the Windows NT Setup window is generated, press S to Specify an Additional Device(s).
3. Insert the FastTrak TX4000 driver diskette into drive A: and press Enter.
4. Choose WinNT *Promise FastTrak TX4000 Controller* from the list that appears on screen then press Enter.
5. The Windows NT Setup screen will appear again saying "Setup will load support for the following mass storage devices:" The list will include WinNT Promise FastTrak TX4000 Controller.

NOTE: If there are any additional devices to be installed, specify them now. When all devices are specified, continue to the next step.
6. From the Windows NT Setup screen, press Enter. Setup will now load all device files and then continue the Windows NT installation.
7. After a successful installation, the SCSI Adapter Setup box will show that the WinNT Promise FastTrak TX4000 Controller driver has been installed.

Existing Windows NT4.x Installation

The following section details the installation of FastTrak TX4000 drivers on a system that has Windows NT4.x already installed and running.

NOTE: Do not attach the boot drive or any other hard drive to the FastTrak TX4000 controller card before completing this step.

1. From the Start menu, choose Settings.
2. From the Settings menu, choose Control Panel.
3. Double-click the SCSI Adapters icon. The SCSI Adapters dialog box appears.
4. Choose Drivers then click Add.
5. In the Install Drivers dialog box, click Have Disk...
6. When Install From Disk appears, insert the FastTrak TX4000 driver diskette in drive A:.
7. Type **A:\NT4** in the text box window then click OK.
8. When the Install Driver dialog box appears, select WinNT Promise FastTrak TX4000 Controller then click OK.
9. When the Select SCSI Adapter Option dialog box appears, click Install.
10. After a successful installation, the SCSI Adapter Setup box will show that the WinNT Promise FastTrak TX4000 Controller has been installed.
11. Power off your system.
12. If you plan to move the boot drive to the FastTrak card, connect the boot drive now.
13. Power on your system.

Removing the Driver from Windows NT4.x

1. From Start, choose Setup then choose Control Panel.
2. In Control Panel, choose SCSI Adapter then choose Drivers.
3. Select the "Winnt Promise FastTrak TX4000 RAID Controller".
4. Click the Remove button.

New Windows 98 Installation

The following section details the installation of the FastTrak TX4000 drivers while installing Windows 98.

1. Install the FastTrak TX4000 controller card and configure the hard drive(s), partition and format your hard drive(s), if necessary.
2. Install Windows 98 normally.
3. After installation, go the Start menu and choose Settings.
4. From the Settings menu, choose Control Panel.
5. In the Control Panel window, double-click the System icon.
6. In the System window, choose the Device Manager tab.
7. In the hierarchical display under Other Device is a listing for PCI RAID Controller. Select it then click the Properties button.
8. Choose the Driver tab in the Properties window, choose *Update Driver* then click Next.
9. Choose *Search for a better driver than the one your device is using now (recommended)*, then click Next.
10. Choose Specify Location then type **A:WIN98-ME** in the text box.
11. Insert the FastTrak TX4000 driver diskette into the A: drive.
12. Click the Next button. A message informing you that "Windows 98 has found Win98-ME Promise FastTrak TX4000 RAID Controller" should appear.
13. Click Next, then Finish.
14. When asked if you want to restart your computer, click Yes. Immediately remove the diskette from drive A:.

Existing Windows 98 Installation

The following section details the installation of FastTrak TX4000 drivers on a system that has Windows 98 already installed and running.

1. After installing the FastTrak TX4000 controller card and configuring the hard drives, power up the system and boot Windows.
2. The “Add New Hardware Wizard” will appear, informing you that it has found a “PCI Mass Storage Controller.”
3. Click Next. From the generated list box, choose *Search for best driver for your device (Recommended)*.
4. Insert the FastTrak TX4000 driver diskette in drive A:.
5. Click Next. From the generated choices, choose *Specify a location*.
6. Type **A:\WIN98-ME** in the text box that appears.
7. Click Next. A message informing you that Windows has found “Win98-ME Promise FastTrak TX4000 RAID Controller” should appear.
8. Click Next, then click Finish.
9. Click Yes when asked if you want to restart your computer. Be sure to eject the diskette from drive A:.

Confirming Driver Installation in Windows 98

To confirm that the driver has been properly loaded in Windows 98, perform the following steps:

1. Choose *Settings* from the Start menu.
2. Choose *Control Panel*, then double-click the System icon.
3. Choose the *Device Manager* tab, then click the “+” in front of SCSI controllers. “Win98-ME Promise FastTrak TX4000 Controller” should appear.

Chapter 5: Disk Array Concepts

About FastTrak TX4000

FastTrak TX4000 is a high performance Ultra ATA RAID controller card that features concurrent data channel operation and onboard BIOS. The channels on the FastTrak TX4000 support concurrent operation that allows for overlapped I/O under multi-tasking operating systems and sharing the workload between multiple drives.

About Adapter BIOS

The FastTrak TX4000 card contains a BIOS code that extends the standard disk service routine provided through Int13. The BIOS is bootable for DOS and other operating systems that rely on the system BIOS for drive operation. When the FastTrak TX4000 BIOS appears during boot up, press Ctrl-F to enter the FastBuild setup to select from menu settings.

FastBuild Auto Menu Setup

This setup utility is used to build and manage FastTrak TX4000 disk arrays. The utility is menu driven and features the Auto Setup (1) option that uses a simple, interactive setup process. Once the array is built, all the array members store the configuration information in the drive's reserved area. See Chapter 3, which provides descriptions of individual functions.

Reserve Sector

Array configuration data about the drive member and other members in the disk array are saved on a special location on the disk drives called the *reserve sector*. If any member of the array becomes corrupt or lost, the redundant configuration data on the other members can be used for rebuilds.

Disk array members do not have a memory of their drive positions. This allows drives to be placed on different FastTrak TX4000 connectors or cards within the system without reconfiguring or rebuilding.

Disk Array Terms

Disk Array Description

A disk array is formed from a group of two or more disk drives that appear to the system as a single drive. The advantage of an array is to provide better throughput performance and/or data fault tolerance.

Better performance is accomplished by sharing the workload among multiple physical drives.

Fault tolerance is achieved through data redundancy operation where if one (or more) drive fails or has a sector failure, a mirrored copy of the data can be found on another drive(s).

For optimal results, select identical Ultra ATA/133 drives to install in disk arrays. The drives' matched performance allows the array to function better as a single drive.

Disk Array Member

The individual disk drives in an array are called members. Each member of a specific disk array has coded in its reserved sector configuration information that identifies the drive as a member. All disk members in a formed disk array are recognized as a single physical drive to the system.

Disk Array Types

For most installations, the FastBuild setup Auto Setup (1) option will configure your system.

There are three disk array types in two categories that can be installed on the FastTrak TX4000 card. Striping is in the Performance category while Mirroring, Striping/Mirroring are in the Fault Tolerance category.

Disk arrays within the Performance and Fault Tolerance categories conform to the Redundant Array of Independent Disks technology, or RAID. The RAID levels supported are 0, 1, and 0+1.

RAID Level	Performance	Fault Tolerance	Capacity	No. of Drives
RAID 0 (Striping)	Highest	No	No. Drives x Smallest Size	2 to 4
RAID 1 (Mirroring)	Normal	Yes	Smallest Size Drive	2
RAID 0+1 (Stripe/Mirror)	High	Yes	2X Smallest Size Drive	4

About RAID Levels

Striping (RAID 0)

Reads and writes sectors of data interleaved between multiple drives. When any disk member fails, it affects the entire array. Performance is better than a single drive since the workload is balanced between the array members.

This array type is for high performance systems. Identical drives are recommended for performance as well as data storage efficiency. The disk array data capacity is equal to the number of drive members times the smallest member capacity. For example, one 100 GB and three 120 GB drives will form a 400 GB (4 x 100 GB) disk array.

Stripe Size – A value can be set from 16KB to 256KB sector size. The size can directly affect performance. In the FastBuild BIOS, the default is 64KB.



Disk Drives

Mirroring (RAID 1)

Writes duplicate data on to a pair of drives while reads are performed in parallel. ATA RAID 1 is fault tolerant because each drive of a mirrored pair is installed on separate IDE channels. If one of the mirrored drives suffers a mechanical failure (for example, spindle failure) or does not respond, the remaining drive will continue to function. This is called Fault Tolerance. If one drive has a physical sector error, the mirrored drive will continue to function.



Disk Drives

On the next reboot, the FastBuild™ Utility will display an error in the array and recommend replacing the failed drive. Users may choose to continue using their PC, however Promise recommends replacing the failed drive as soon as possible.

Due to redundancy, the drive capacity of the array is half the total drive capacity. For example, two 100 GB drives that have a combined capacity of 200 GB would have 100 GB of usable storage. With drives of different capacities, there may be unused capacity on the larger drive.

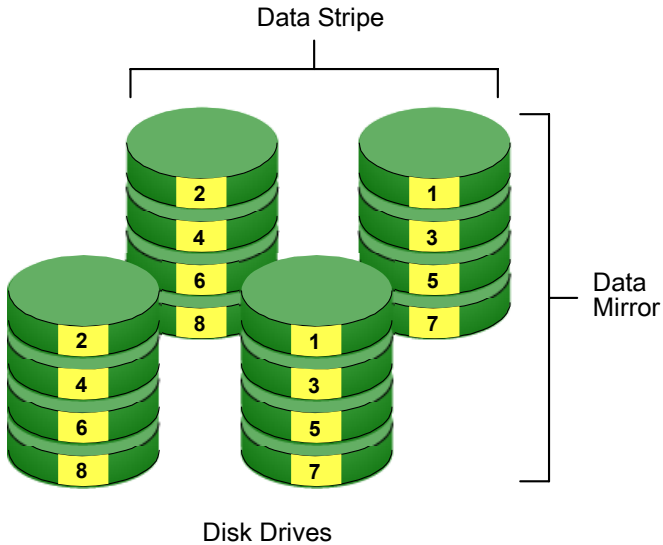
Using a Spare Drive – Under a RAID 1, you can attach a third drive to the FastTrak TX4000 as a *hot spare* without assigning it to the array. Such a drive will be activated to replace a failed drive in the array. A rebuild takes place automatically in the background to mirror the good drive data onto the spare.

At a later time, the system can be powered off and the failed drive can be physically removed and replaced. Spare drives must be the same or larger capacity than the smallest array member.

Striping / Mirror (RAID 0+1)

A combination of RAID 0 and RAID 1 arrays. It can increase performance by reading and writing data in parallel while protecting data with duplication. A minimum of four drives are required.

With a four-drive disk array, two pairs of drives are striped. Each pair mirrors the data on the other pair of striped drives. The data capacity is similar to a standard Mirroring array with half of total capacity dedicated for redundancy.



About Dual Data Redundancy

One unique (though rarely occurring) feature of RAID 0+1 is dual fault tolerance. In some cases, two drives can fail simultaneously and still maintain the integrity of data. There are six combinations in which two drives can fail. FastTrak TX4000 protects the data array in four of those cases depending on drive type (some drives do not permit the Slave drive to continue to function if the Master drive fails).

Assume the drives are configured as follows:

- IDE indicates channels on the FastTrak TX4000 card.
- A/B indicates which striped pair the drive belongs to.
- 1/2 indicates which part of stripe data.

IDE 1	IDE2	IDE3	IDE4
Drive A1	Drive B1	Drive A2	Drive B2

Note that FastTrak TX4000 card does not use Master/Slave drive settings.

Under RAID 0+1, the array maintains data integrity if any A, B combination survives.

Event	Failed Drives	Array Status	Why?
1	A1/A2	Offline	B1/B2 contain only half of array data
2	B1/B2	Offline	A1/A2 contain only half of array data
3	A1/B2	Functional	B1/A2 retain array integrity
4	B1/A2	Functional	A1/B2 retain array integrity
5	A1/B1	Functional	B2/A2 retain array integrity
6	B2/A2	Functional	A1/B1 retain array integrity

Chapter 6: Troubleshooting & Tips

This section is used to assist with troubleshooting conflicts and FastTrak TX4000 installation problems. Also refer to the README.TXT file on the FastTrak TX4000 driver and utility diskette for more recent information as well as the PromiseOnline services listed in Appendix A.

The section is divided into the following categories: Motherboard Issues, System CMOS Issues, Drive Errors, Operating System Errors, and Audio/Video Editing Tips.

Motherboard Issues

Freeing additional IRQ resources

Since the Promise card supports PCI Interrupt sharing, it is possible to use IRQs already assigned to another PCI card. Interrupt Sharing is not supported with onboard IDE controllers. If the onboard IDE controller(s) are not used, you may disable the controllers to free IRQ 14 and/or 15.

Configuring PCI IRQ resources

Setting the IRQ for a particular PCI slot will be different depending on the motherboard BIOS. This setting is usually made in the PCI Configuration and/or Plug and Play (PnP) section of the motherboard BIOS setup. There are three common methods that motherboard BIOS's handle assignment of IRQs to PCI slots:

- Specifically assigning an IRQ to a particular slot - You can tell the motherboard to use IRQ 10 for PCI slot 1, IRQ 11 for PCI slot 2, etc.
- Listing which IRQs are available to be assigned to the PCI slots - This BIOS has an option where you specify 1st Available IRQ, 2nd Available IRQ, etc. The BIOS then scans the PCI slots for PCI cards and assigns these IRQs in the order that it finds the PCI cards.
- Excluding an IRQ from being used by a PCI slot - If you have an ISA card that is using an IRQ, change the setting for this particular IRQ from Available to Used by ISA card so that the motherboard will not assign this IRQ to a PCI slot.

Consult your motherboard manual for information that is specific to your motherboard.

System locks up during boot up or when Windows starts

There may be a possible IRQ conflict with an ISA card. Identify what IRQs are used by ISA cards, enter the Motherboard PCI Setup, and reserve the IRQ for use with ISA. PCI slots cannot share IRQs with ISA cards.

Miscellaneous problems such as:

- FastTrak TX4000 BIOS does not appear during boot
- FastTrak TX4000 driver does not load
- Slow data transfer rates

Move the FastTrak TX4000 card to a different PCI slot.

Intermittent data problems

Overclocking the PCI bus may cause the system to hang or data corruption. If you experience either of these problems and you are overclocking the PCI bus, set the PCI bus back to its normal setting to see if this is causing the errors.

System CMOS Issues

Set Motherboard CMOS Boot sequence to boot to FastTrak TX4000

On some Motherboard BIOS, it is necessary to set the Boot sequence to SCSI, A:, C: since the Promise card is identified as a SCSI card.

Motherboard CMOS displays C: or D: drive failure during startup

See the Drive-Related Errors section.

Using an Onboard IDE Card with FastTrak TX4000

If an onboard IDE controller is installed with hard disks, enable support in the Motherboard Standard CMOS Setup for the drives. Note that the onboard IDE hard drives will then be the bootable hard disk unless the system BIOS has a boot sequence setting with the option to specify booting to a different device.

Drive-Related Errors

Critical Array Status Error Reported during Boot

If a critical status error message appears on the FastTrak TX4000 BIOS startup screen for a mirrored array (see below), there is a drive in the array that has failed or is not responding. FastTrak TX4000 will identify the failed drive by channel number. The mirrored array has lost its fault tolerance, but will still perform normal drive reads and writes.

Operation aborted because FastBuild encountered an error as follows:

Location: Channel 2
Array Status: Critical

Please retry using Promise Array Management utility to recover all data. Reboot the system by pressing the ENTER key.

Try powering the system off and on to reset the drive. Also confirm that cables are properly attached and the drive is receiving power. If the drive still appears to have failed, refer to the Rebuilding an Array option in the Promise Array Management (PAM) utility as detailed in the PAM User Manual.

Drive cannot be formed into an array

Drives must support Ultra DMA or Multi-word DMA and be free of media defects to be added into an array. Promise recommends using new identical drives for each array. Re-secure data and power cabling while checking for proper alignment. Typically, Pin 1 of the drive is closest to the power connector.

System CMOS displays C: or D: drive failure during Startup

Do not reference C: or D: in the Motherboard Standard CMOS for drives attached to the FastTrak TX4000 controller. Only enter drive information in the Motherboard CMOS for drives attached to the onboard IDE controller.

FDISK reports a much lower drive capacity if a single physical drive or a striped array exceeds 64GB

Due to a limitation with FDISK, the utility reports only the storage capacity that exceeds 64GB. This is a cosmetic, not actual, limitation. Simply create a single DOS drive partition, reboot, and then format the partition. The Format command will recognize the total capacity of the partition accurately. Windows NT/2000/98 will now recognize the total capacity of your array.

Unable to partition or format array

There are two possible causes:

- The FastTrak TX4000 controller is the bootable device but the array is not set to be bootable.
- The Reserve Sector of one of the drives has become corrupt or bad.

If the FastTrak TX4000 controller is the bootable device, make sure that the array is set to be bootable:

1. During boot up, press Ctrl-F to enter the FastBuild BIOS utility
2. Choose option 3, Define Array.
3. Press the ↑ Up ↓ Down keys to highlight the array that you want to boot from.
4. Press the Spacebar to select.

An * asterisk will appear next to the array number indicating it as bootable. The system will now recognize this array as the first array seen. The system will then use this bootable array as the (fixed) boot C: drive.

The Reserve Sector of one of the drives has become corrupt or bad. Removing the Reserve Sector will remedy any issue related directly to a Bad Reserve Sector.



Warning

Before removing the Reserve Sector of the drive(s), backup any existing data. Removal of the reserve sector of any drive permanently deletes all existing data on the hard drive.

For Mirrored arrays (RAID 1), remove the Reserve Sector from the mirrored drive first (this will appear during Step 3 below) then rebuild the mirrored array. Remove the Sector on the Master Drive only as a last resort.

For Striped arrays (RAID 0), removing the Reserve Sector from any of the drives that are striped will destroy the arrayed data.

To remove the Reserve Sector, follow these steps:

1. During boot up, press Ctrl-F to enter the FastBuild BIOS utility.
2. Choose option 2, View Drive Assignments.
3. Press arrow keys to highlight the drive where you wish to remove the reserve sector.
4. Press Alt-F1. The highlighted drive will start blinking on the screen.
5. Press Ctrl-Tab. A message will appear that says the reserved sector (which is where array information is kept) on the disk will be wiped.
6. Press Y to confirm.
7. Take the appropriate action:
 - For striped arrays, repeat this process for each member of the particular array that is having a problem. When you are finished, press the Esc key twice to reboot.
 - For mirrored arrays, hit the Esc key twice to reboot.
8. After rebooting, use FastBuild to re-create the array.
 - For striped arrays, use FDISK and FORMAT after setting up the array.
 - For mirrored arrays, rebuild the mirrored array.

Array Constantly Goes Into Critical or Offline Mode During Reboot

(see Unable to Partition or Format array above)

Cannot Rebuild Mirrored (RAID 1) Array

(see Unable to Partition or Format array above)

Fatal Errors or Data Corruption Are Constantly Reported When Reading or Writing to Drive Array

(see Unable to Partition or Format array above)

Operating System-Related Issues

Different drive lettering under Windows NT

This may happen when using a SCSI card in addition to the Promise card. Windows NT does not necessarily load the driver for the boot device controller first. This results in a drive that in MS-DOS is the C: drive being the D:, or E:, etc. in Windows NT. Use the Windows NT Disk Administrator utility to reassign the letters that NT has improperly assigned to the drives. See your Windows NT documentation for instructions on how to use Disk Administrator.

The Operating System no longer boots after creating a Mirrored Array using your existing boot drive using Windows

This is due to Drive Geometry issues. You can verify this if you move the original drive back to the onboard controller and it boots successfully. Each controller can view a drive differently. This can be an issue for a new controller that loads the original Master Boot Record (MBR) and then has a problem translating it or the Operating System boot record.

For Windows NT, 2000, XP and Server 2003, Promise recommends a clean install of the Operating System. This action restores the MBR and OS boot record. This requires repartitioning and formatting the drive.

For Windows 98 and ME, you can perform the DOS Command SYS C: from a bootable floppy or CD-ROM to restore the operating system boot record and transfer the system files to the boot drive. If this does not work, the Windows registry may have become corrupted during the boot process and must be restored. See the Windows documentation to perform this procedure.

Promise Windows driver does not appear in Device Manager

Windows may already be listing the controller under Other Devices instead of the Hard disk controllers section. In Device Manager under Other Devices to see if it lists a PCI Card or RAID Controller. If so, highlight this listing and click on the Properties button then click on the Driver tab. Depending on your version of Windows, choose either Change Driver or Update Driver. Follow the on-screen prompts to complete installation of the driver. If Windows asks if you want to test if the device can be removed safely, click on CANCEL. Reboot the system to complete installation of the driver.

“Inaccessible Boot Device” Message Appears During Floppyless Install of Windows NT, 2000, XP or Server 2003

The F6 key was not pressed at the appropriate time. Reboot the system, and press the F6 key when the message “Setup is inspecting your computer’s hardware configuration...” appears in Windows NT4 or the message “Press F6 if you need to install third party SCSI or RAID driver” appears in Windows 2000, XP and Server 2003.

“No Hard Drives Found” Message Appears During CD-ROM Install of Windows NT, 2000, XP or Server 2003

The F6 key was not pressed at the appropriate time. Reboot the system, and press the F6 key when the message “Setup is inspecting your computer’s hardware configuration...” appears in Windows NT4 or the message “Press F6 if you need to install third party SCSI or RAID driver” appears in Windows 2000, XP and Server 2003.

Performance Tips

Here are some tips that may optimize performance in a RAID 0 striped array. If you are using an audio/video-editing card, we also recommend reviewing your card's documentation for additional information.

Use FastTrak TX4000 as D: or other non-bootable drive in a Striped Array

For Audio/Video editing, keep the original system boot drive on the standard IDE controller as C: drive. Partitioning software such as FDISK will see the array as one physical drive, D: or later. This will prevent file fragmentation and provide better accessibility to the array.

Re-Configure PCI Latency Setting

The PCI Latency setting appears in some Motherboard BIOS. The setting governs how much time is allocated to service each PCI slot. Promise recommends a value of 64. An optimal value will vary from system to system.

Optimize Array for "Performance"

The Promise FastBuild BIOS Utility autoseup menu allows optimizing the array for A/V Editing. The default Performance setting (Striping) selects a Stripe Block size of 64. This larger block size is recommended for the data streaming requirements of A/V editing. You may select an even larger block size in manual mode (see Chapter 3).

FastTrak (tm) / FastTrak TX4000 (tm) BIOS Version 1.xx (Build xxxx)
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[Auto Setup Options Menu]

Optimize Array for: Performance
Typical Application usage: A/V Editing

[Auto Setup Configuration]

Mode Stripe
Stripe Block Size 64
Drive used in Array 2
Array Disk Capacity 13044

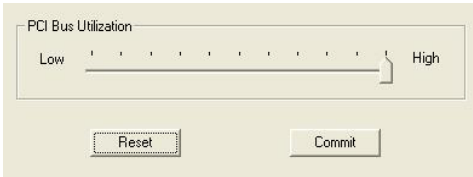
[Keys Available]

[↑] Up [↓] Down [←, →, Space] Change Option [ESC] Exit [Ctrl-Y] Save

Change Setting of PCI Bus Utilization

Certain brands of video capture cards can produce a glitch on play back of .AVI files. A setting of Less for PCI Bus utilization reduces the time which FastTrak TX4000 occupies on the PCI bus and frees that time for use by other PCI devices and will eliminate the glitch dropout effect on playback.

1. In PAM, click on the Controller icon  in Tree View to display its Options in Information View.



2. At the bottom of the window is the PCI bus utilization slider.
3. Move the slider to the left for Less, then click the Commit button.

Once a PCI bus setting has been selected, no reboot is required.

Appendix A: Frequently Asked Questions

This section lists frequently asked questions involving pre-installation, drive issues, installation, and post-installation.

Pre-Installation

(Speed, Device Types, Capacity, Cabling)

Q: What kind of hard drives can I use for a FastTrak TX4000 array?

A: You can use any IDE hard drive(s) to create arrays on the FastTrak TX4000. You should use matching drives for multiple-drive arrays to maximize capacity usage as well as performance. Ultra ATA/133 drives are recommended for highest performance.

Q: Will ACPI work with HDDs on the FastTrak TX4000?

A: Yes.

Q: Can I use ATAPI devices on the FastTrak TX4000 controller?

A: No. The FastTrak TX4000 controller does not support ATAPI devices.

Q: Will the FastTrak TX4000 work with 66MHz PCI bus speed?

A: Yes, the FastTrak TX4000 is designed to accommodate the newer PCI bus speed and is backward compatible with 33MHz speeds.

Q: How can I change the resources that the FastTrak TX4000 uses?

A: The FastTrak TX4000 is fully PnP. This means all the resources that it uses are given to it by the PnP BIOS on the motherboard. The FastTrak TX4000 does support IRQ sharing, but this will not work unless ALL the concerned devices support the feature. If your motherboard allows you to control the assignment of these resources, you may be able to remedy the problem by:

Changing the IRQ assignments to the PCI slots in the motherboard BIOS during boot up.

Reset the configuration data in your CMOS. This is usually an option in the PnP section of your CMOS.

Otherwise, switch the FastTrak TX4000 card to a different PCI slot.

Q: How does the FastTrak TX4000 RAID controller provide storage and/or data protection with their arrays?

A: FastTrak TX4000 implements three different RAID levels as follows:

RAID 0 (Stripe)

For capacity – The FastTrak TX4000 array will be as big as the smallest HDD in the array times however many HDDs are in the array. Any larger HDDs will simply be truncated. The truncated space on the bigger HDDs will then be unusable.

For sustained data transfers – Using FastTrak TX4000, a RAID 0 array consisting of two HDDs will transfer at about twice the speed of the slowest HDD in the array. A RAID 0 array consisting of four HDDs will transfer at about three times the speed of the slowest HDD in the array.

RAID 1 (Mirror)

For fault tolerance – The FastTrak TX4000 array will be one-half as big as the smaller HDD in the array. The larger HDD will simply be truncated. The truncated space on the bigger HDD will then be unusable.

For sustained data transfers – The FastTrak TX4000 array will write data at the rate of the slowest HDD in the array. The FastTrak TX4000 array will read data at twice the rate of the slowest HDD in the array.

RAID 0+1 (Mirror)

For capacity and fault tolerance – The FastTrak TX4000 array will be equal to one-half the number of drives times the capacity of the smallest HDD in the array. Larger HDDs will be truncated and that space will be unusable.

For sustained data transfers – The FastTrak TX4000 array will read and write data at twice the rate of the slowest HDD in the array.

Drive Issues

Q: Can I add a drive to a FastTrak TX4000 RAID array via hot-swap and dynamically adjust the array size/configuration?

A: No. The FastTrak TX4000 system does not support dynamically adjustable RAID size/configurations.

Q: Do the HDDs on the FastTrak TX4000 have to be the same size?

A: The HDDs that you use with the FastTrak TX4000 do not have to be the same size. If the sizes differ, the FastTrak TX4000 will truncate the bigger HDD so the drives match. The resulting difference in HDD space is unusable, so avoid using HDDs of significantly different capacities.

Q: I already have an array on an older FastTrak controller. Can I move that array to my new FastTrak TX4000 controller?

A: Yes. All FastTrak controllers read the arrays the same way and can be moved from one controller to another.

Q: Can I take a drive used in a FastTrak TX4000 array and access it directly with a different controller, such as the one integrated on the motherboard?

A: Yes, but only under certain configurations. First, the controller must address the drives as LBA, not CHS.

Second, only the following array configurations will allow the drive(s) to be accessed individually on another controller:

- Single drive striped (RAID 0)
- Mirrored (RAID 1)

Multiple drives striped or spanned will not work.

Q: If I have a problem with one of the drives on the FastTrak TX4000, how can I low-level format it to correct the problem?

A: Do NOT do this. Low-level formatting IDE drives is unnecessary and generally does not correct problems commonly experienced during use.

Errors such as bad sectors or ECC/CRC failure are best remedied by completely replacing the drive. For this reason, do NOT low-level format the drives attached to the FastTrak TX4000 controller.

Q: Do I have to install disk management software on my array in order to access the full storage capacity of drives?

A: No! Disk management software will only complicate things. The array should be fully addressable by your OS as it is. Remember that some operating systems have varying limits on the sizes of partitions and logical drives that can be defined. Consult your OS documentation about partitioning larger drives.

Q: What system BIOS setup settings do I use for the drives on the FastTrak TX4000 controller?

A: None. The drives on the FastTrak TX4000 controller are supported by the FastTrak TX4000 BIOS and/or OS drivers, not by your system BIOS.

Q: How do I partition/format my FastTrak TX4000 RAID array?

A: The FastTrak TX4000 represents the array as a single HDD to your system. Therefore, anything that you can do to a single HDD you can do to a FastTrak TX4000 array. For example, you should use the FDISK and FORMAT utilities to partition/format the array. You can partition the array as you see fit. You can format the array with any file system you wish.

Installation Issues

(Capacity, Booting)

Q: Why are some drives recognized by the FastTrak TX4000 Array Setup utilities with only partial capacity?

A: Some hard drives ship with a jumper that reduces the addressable capacity of the drive to prevent problems with older systems that don't support larger drives. Consult your hard drive documentation to set the jumper so that you can use the full capacity of the drive.

Q: How can I change the system boot sequence in order to boot from the FastTrak TX4000 array?

A: The boot sequence is controlled by the system BIOS. As far as the system BIOS is concerned, the FastTrak TX4000 controller and defined arrays are categorized as a SCSI device. This allows you to set the boot sequence in your BIOS setup utility to boot from SCSI first, rather than IDE.

If there are multiple SCSI add-in controllers in the system, then the boot sequence among them will be determined exclusively by their PCI slot priority. PCI slot #1 will be first, slot #2 second, etc. Put the FastTrak TX4000 controller in the PCI slot where it will be accessed ahead of other SCSI controllers if you want to boot from the array.

Q: How can I change the boot sequence between a PCI SCSI card and the FastTrak TX4000 RAID array?

A: Since all PCI devices are PnP, it is difficult to determine which device is addressed first. Some newer motherboard BIOSes have advanced options that identify devices and allow you to select which device will be assigned resources first. Otherwise you may have to physically switch the device cards on the PCI slots so that the boot device is in the highest priority slot number (see previous question).

Post-Installation

Q: Why can't I see the drives on the FastTrak TX4000 under FDISK?

A: You have not created an array yet. If no array has been created, the system will not recognize drive(s) attached to the FastTrak TX4000.

Appendix B: Technical Support

Promise Technical Support provides several support options for Promise users to access information and updates. We encourage you to use one of our electronic services, which provide product information updates for the most efficient service and support.

If you decide to contact us, please have the following information available:

- Product model and serial number
- BIOS and driver version numbers
- A description of the problem / situation
- System configuration information, including: motherboard and CPU type, hard drive model(s), IDE/ATAPI drives & devices, and other controllers.

Technical Support Services

Promise Online™ Web Site	http://www.promise.com (tech documents, drivers, utilities, etc.)
USA Tech Support Center	
E-mail Support	support@promise.com
Fax Technical Support	(408) 228-6401 Attention: Technical Support
Phone Technical Support	(408) 228-6402 7:30-5:00pm M-F Pacific Standard Time
If you wish to write us for support:	Promise Technology, Inc. Attn: Technical Support 1745 McCandless Drive Milpitas, CA 95035, USA

European Tech Support

E-mail Support	support@promise.nl
Fax Technical Support	+31 (0)40-256-9463 Attention: Technical Support
Phone Technical Support	+31 (0)40-235-2600 8:30-5:00pm The Netherlands Time
If you wish to write us for support:	Promise Technology Europe B.V. Attn: Technical Support Luchthavenweg 81-125 5657 EA Eindhoven, The Netherlands

Pacific Rim Sales Office

E-mail Support	support@promise.com.tw
Fax Technical Support	+886-3-578-2390 Attention: Technical Support
Phone Technical Support	+886-3-578-2395 (Ext. 8870) 9:00-6:00pm Taiwan Time
If you wish to write us for support:	Promise Technology, Inc. Attn: Technical Support 2F, No. 30, Industry E. Rd. IX Science-based Industrial Park Hsinchu, Taiwan, R.O.C.

China Office

E-mail Support	support-china@promise.com
Fax Technical Support	+86 (0) 10-687-23940 Attention: Technical Support
Phone Technical Support	+86 (0) 10-687-23941 9:00-6:00pm China Time
If you wish to write us for support:	Promise Technology China Attn: Technical Support Room 3217, No. 11 South Zhong Guan Cun Street Hai Dian District Beijing 100081 P.R. China

Limited Warranty

Promise Technology, Inc. ("Promise") warrants that for Three (3) years from the time of the delivery of the product to the original end user:

- a) the product will conform to Promise's specifications;
- b) the product will be free from defects in material and workmanship under normal use and service.

This warranty:

- a) applies only to products which are new and in cartons on the date of purchase;
- b) is not transferable;
- c) is valid only when accompanied by a copy of the original purchase invoice.
- d) is not valid on spare parts, fans, and power supplies.

This warranty shall not apply to defects resulting from:

- a) improper or inadequate maintenance, or unauthorized modification(s), performed by the end user;
- b) operation outside the environmental specifications for the product;
- c) accident, misuse, negligence, misapplication, abuse, natural or personal disaster, or maintenance by anyone other than a Promise or a Promise-authorized service center.

Disclaimer of other warranties

This warranty covers only parts and labor, and excludes coverage on software items as expressly set above.

Except as expressly set forth above, Promise disclaims any warranties, expressed or implied, by statute or otherwise, regarding the product, including, without limitation, any warranties for fitness for any purpose, quality, merchantability, non-infringement, or otherwise. Promise makes no warranty or representation concerning the suitability of any product for use with any other item. You assume full responsibility for selecting products and for ensuring that the products selected are compatible and appropriate for use with other goods with which they will be used.

Promise does not warrant that any product is free from errors or that it will interface without problems with your computer system. It is your responsibility to back up or otherwise save important data before installing any product and continue to back up your important data regularly.

No other document, statement or representation may be relied on to vary the terms of this limited warranty.

Promise's sole responsibility with respect to any product is to do one of the following:

- a) replace the product with a conforming unit of the same or superior product;
- b) repair the product;

Promise shall not be liable for the cost of procuring substitute goods, services, lost profits, unrealized savings, equipment damage, costs of recovering, reprogramming, or reproducing of programs or data stored in or used with the products, or for any other general, special, consequential, indirect, incidental, or punitive damages, whether in contract, tort, or otherwise, notwithstanding the failure of the essential purpose of the foregoing remedy and regardless of whether Promise has been advised of the possibility of such damages. Promise is not an insurer. If you desire insurance against such damage, you must obtain insurance from another party.

Some states do not allow the exclusion or limitation of incidental or consequential damages for consumer products, so the above limitation may not apply to you.

This warranty gives specific legal rights, and you may also have other rights that vary from state to state. This limited warranty is governed by the State of California.

Your Responsibility

You are responsible for determining whether the product is appropriate for your use and will interface with your equipment without malfunction or damage. You are also responsible for backing up your data before installing any product and for regularly backing up your data after installing the product. Promise is not liable for any damage to equipment or data loss resulting from the use of any product.

Returning Product for Repair

If you suspect a product is not working properly, or if you have any questions about your product, contact our Technical Support Staff through one of our Technical Services, making sure to provide the following information:

- Product model and serial number (required);
- Return shipping address;
- Daytime phone number;
- Description of the problem;
- Copy of the original purchase invoice.

The technician will assist you in determining whether the product requires repair. If the product needs repair, the Technical Support Department will issue an RMA (Return Merchandise Authorization) number.

Return only the specific product covered by the warranty (do not ship cables, manuals, diskettes, etc.), with a copy of your proof of purchase to:

USA and Canada: Promise Technology, Inc.
 Customer Service Dept.
 Attn.: RMA # _____
 1745 McCandless Drive
 Milpitas, CA 95035

Other Countries: Return the product to your dealer or retailer.
 Contact them for instructions before shipping
 the product.

You must follow the packaging guidelines for returning products:

Use the original shipping carton and packaging or similar packaging if the original is not available

- Include a summary of the product's problem(s)
- Write an attention line on the box with the RMA number
- Include a copy of proof of purchase

You are responsible for the cost of insurance and shipment of the product to Promise. Note that damage incurred due to improper transport or packaging is not covered under the Limited Warranty.

When repairing returned product(s), Promise may replace defective parts with new or reconditioned parts, or replace the entire unit with a new or reconditioned unit. In the event of a replacement, the replacement unit will be under warranty for the remainder of the original warranty term from purchase date, or 30 days, whichever is longer.

Promise will pay for standard return shipping charges only. You will be required to pay for any additional shipping options (such as express shipping).

