

S E R V I C E N O T E

SUPERSEDES: None

**E4250A SEAGATE ST34573WC 4GB Hotswap Disk  
Firmware Revision HP05**

**Serial Numbers:** 0000A00000 / 9999Z99999 means all units.

**Early FIRMWARE on type disks causes possible SCSI/disk failure.**

**Duplicate Service Notes:** None

**To Be Performed By:** Agilent-Qualified Personnel

**Parts Required:** None

**Situation:**

It has been noted that on hotswap disks type SEAGATE ST34573WC, if the firmware is not of revision level HP14 or above, there is a potential for the disk to stop spinning or cause SCSI hangups.

**Solution / Action:**

It is essential that a HP Engineer upgrade the disks to at least HP14 as per HP's firmware upgrade procedure. Within an HA environment, this procedure must be discussed with TSD Support to minimise downtime.

DATE: March 2001

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
<b>INFORMATION ONLY</b>		
AUTHOR: BB	ENTITY: E600	ADDITIONAL INFORMATION: