WDC WD3200JD-00KLB0 WDWCAMR1030181

320 GB

SATA 1

Case ID:

Not assigned

Creation date:	07/01/2020 9:26 AM	Software version:	2020.3
TaskForce serial:	95959595	TaskForce IP:	10.0.0.43
Location:	SATA 1	Write protection:	On
Device model:	WDC WD3200JD-00KLB0	Device serial:	WDWCAMR1030181
Size:	320 GB (320,072,933,376 bytes)	Device firmware:	0805J08
Case investigator:		Case description:	

Diagnostics completed. Device has major issues

Results

According to the media access timing verification test, the head stack is malfunctioning.
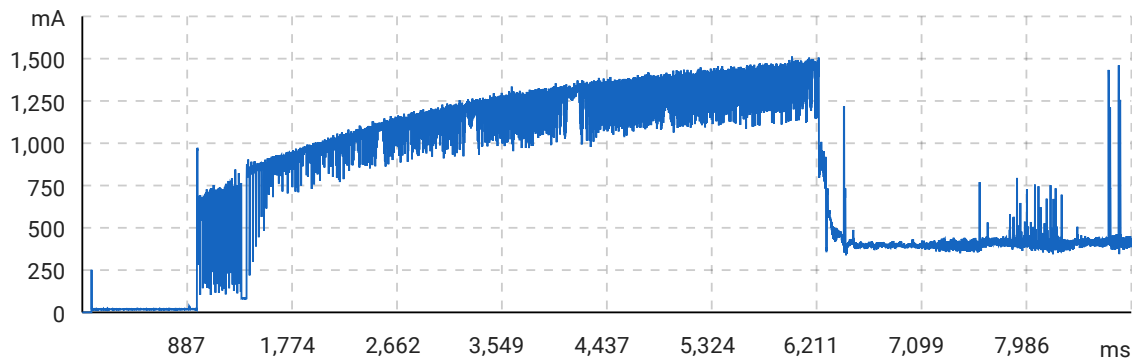
Recommendation: disable damaged/degraded heads in imaging settings to image good heads first.

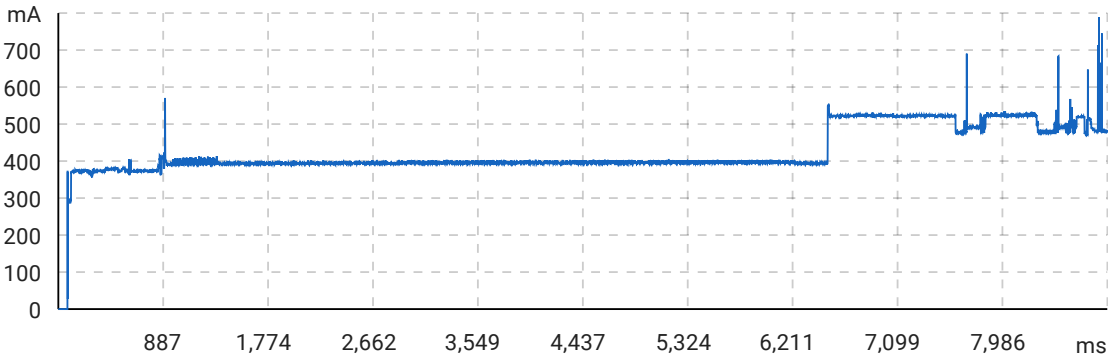SMART reports that there are defects in the media.

1. Circuit board

Applying power and watching spin-up currents...

Current oscillogram (12V):

Current oscillogram (5V):

Device has become ready in 8 sec

Registers. Status: 01010000 Error: 00000001

Peak power consumption during spin-up: 5V line = 788.48 mA; 12V line = 1512.60 mA

Integrity word of device identification data is OK.

Device identified: WDC WD3200JD-00KLB0 SN: WDWCAMR1030181

Logical sector size: 512 bytes. Physical sector size: 512 bytes

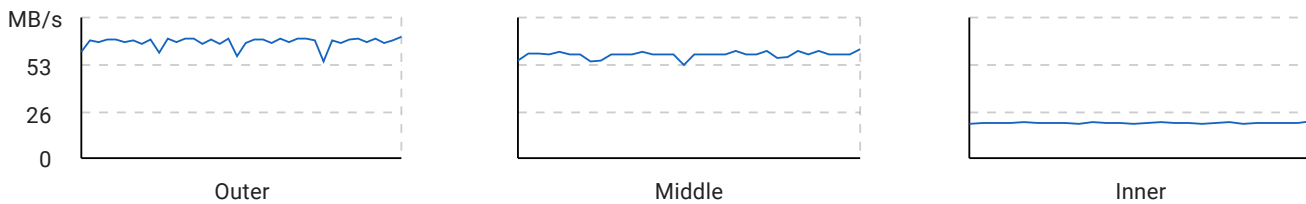**Circuit board check passed**

Elapsed: 9.0 sec.

2. Heads

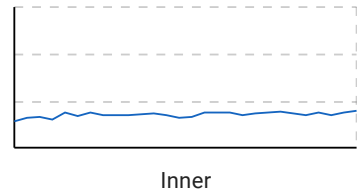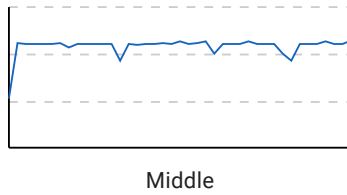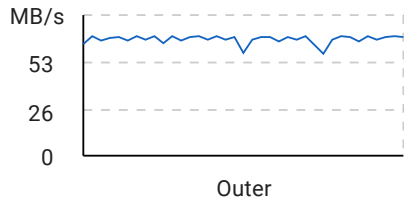Detecting device family

Detected 6 heads: 0 1 2 3 4 5

Performing media access timing verification separately for each head.

Using the following LBA ranges for this test: Outer: 0 - 900,000, Middle: 312,121,223 - 313,021,223, Inner: 624,242,447 - 625,142,447
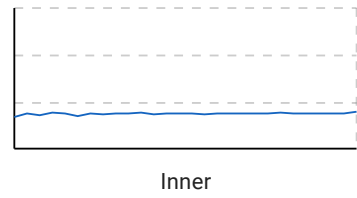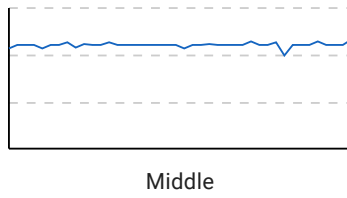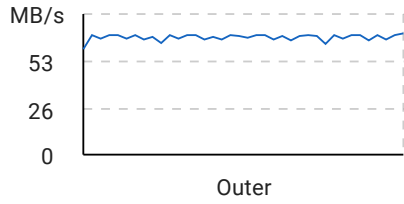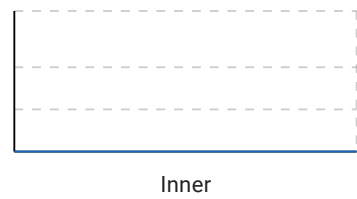
Head #0 speed graph

Head #1 speed graph

Diagnostics completed. Device has major issues

| Outer | Middle | Inner |

Head #2 speed graph

| Outer | Middle | Inner |

Head #3 speed graph

| Outer | Middle | Inner |

Head #4 speed graph

| Outer | Middle | Inner |

Head #5 speed graph

| Outer | Middle | Inner |
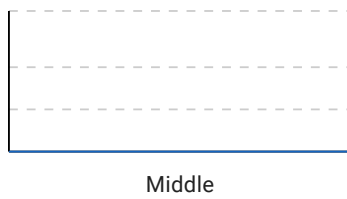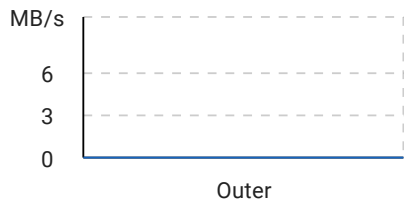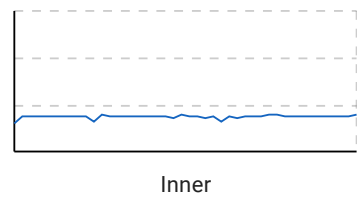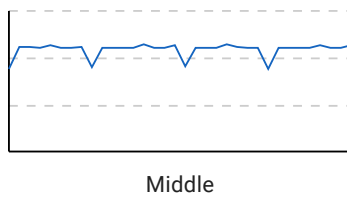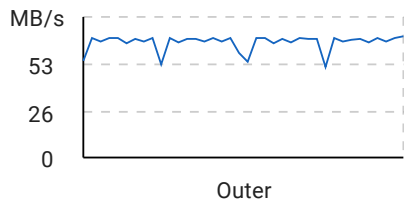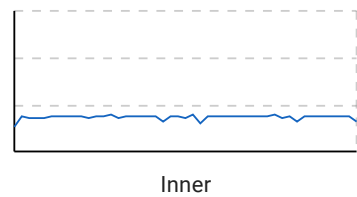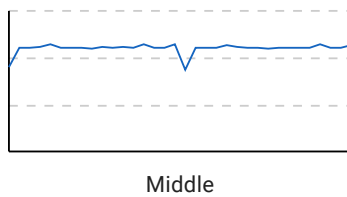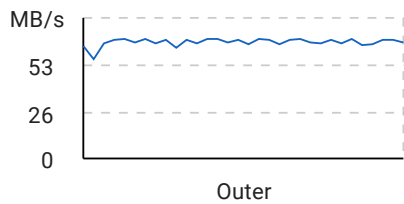
Head #	Speed	Sectors processed	Freeze count	Read errors	Head status
0	43 MB/s	402,330	0	0	OK

1	43 MB/s	435,815	0	0	OK
2	44 MB/s	436,889	0	0	OK
3	< 1 KB/s	188,882	0	93	Damaged
4	46 MB/s	380,219	0	0	OK
5	43 MB/s	366,264	0	0	OK

According to the media access timing verification test, the head stack is malfunctioning.

Recommendation: disable damaged/degraded heads in imaging settings to image good heads first.

Elapsed: 243.0 sec.

3. Media surface

Media surface test has been skipped because the head stack is malfunctioning.

4. Firmware

Device is not locked.

Device identification data is valid.

    Max address according to device ID: 625,142,447

    Native max address (ext): 625,142,447

    Max Address from DCO: 625,142,447.

Reported capacity appears logically correct.

Performing SMART checks...

SMART reports that there are defects in the media.

Power cycles: 561   Smart status: Fail   Powered on: 564 days 21 hours

#	Attribute Name	Value	Worst	Threshold	RAW	Status
1	Read Error Rate	199	199	51	12483	OK
3	Spin-Up Time	188	173	21	5583	OK
4	Start/Stop Count	100	100	0	572	OK
5	Reallocated Sectors Count	183	183	140	131	FAIL
7	Seek Error Rate	200	200	51	0	OK
9	Power-On Hours	82	82	0	13557	OK
10	Spin Retry Count	100	100	51	0	OK

11	Calibration Retry Count	100	100	51	0	OK
12	Power Cycle Count	100	100	0	561	OK
194	Temperature Celsius	124	103	0	26	OK
196	Reallocation Event Count	111	111	0	89	OK
197	Current Pending Sector Count	171	169	0	1544	FAIL
198	(Offline) Uncorrectable Sector Count	200	200	0	0	OK
199	UltraDMA CRC Error Count	200	200	0	8	OK
200	Multi-Zone Error Rate	200	200	51	0	OK

Reading SMART temperature...

Temperature and power cycle history

Temperature measurements weren't read successfully.

Firmware check passed

Elapsed: 0.3 sec.

5. File system

File system test can't be started because the device had issues during one of the previous checks.