



Unknown device

0 B

SATA 6

Case ID:

Non-detected devices

Creation date: 10/07/2021 1:30 PM

Software version: 2021.8

TaskForce serial: 81818181

TaskForce IP: 10.0.0.184

Case investigator:

Case description:

Diagnostics completed. Device has major issues

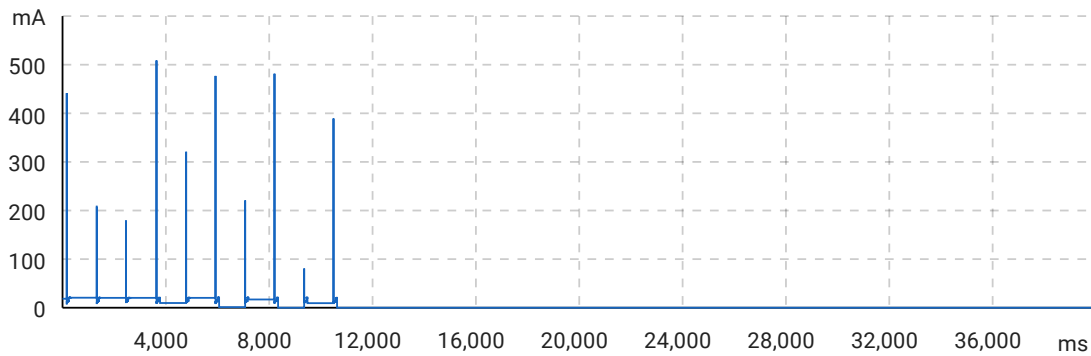
Results

Short circuit detected. PCB is malfunctioning. Suggestion: locate 5V/12V TVS diodes on the PCB; check them and replace if damaged.

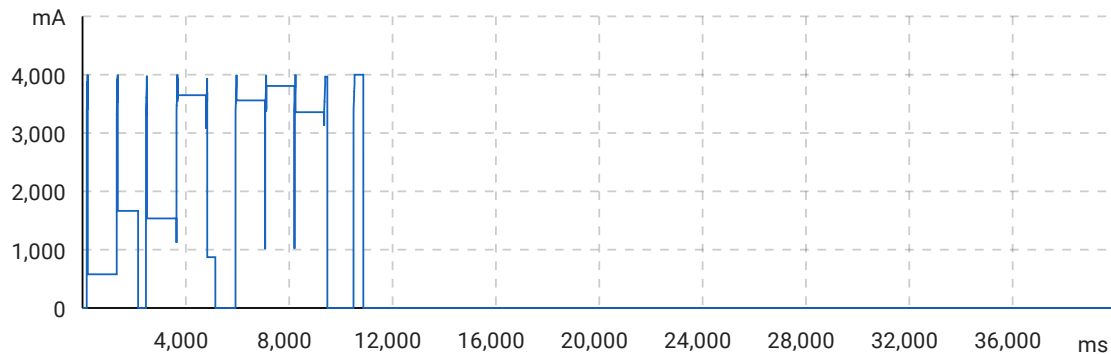
1. Circuit board

Applying power and watching spin-up currents...

Current oscillogram (12V):



Current oscillogram (5V):



Short circuit detected. PCB is malfunctioning. Suggestion: locate 5V/12V TVS diodes on the PCB; check them and replace if damaged.

Elapsed: 41.3 sec.

2. Heads

Head stack can't be diagnosed.

3. Media surface

Media surface test can't be started.

4. Firmware

Firmware can't be diagnosed.

5. File system

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