



## OPERATOR INTERFACE PRODUCTS APPLICATION NOTE

Subject: Quantum LPS540 Hard Drive & Windows NT

AN# 1007A

Date: 7/16/96

Name: Irvin Hayes

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Description: Quantum LPS540 hard drives that we use has a problem running WIN NT.

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### Symptoms:

Windows NT will log in the "Event Viewer" an ATDISK error. When you look at the error in detail it will say "The Driver Detected the Controller error on \Device\HardDisk0\Partition 0". If Windows NT was installed with a dual boot option for DOS you may get Data Errors in DOS or Scandisk and Norton Disk Doctor will find bad sectors on the hard drive.

### Cause:

This problem occurs because the Quantum LPS540 hard drive does not support Logical Block Addressing (LBA) mode. This mode is used by Windows NT to Read & Write to the hard drive.

### Solutions Provided by Quantum:

1. Use only 528 MB by setting the Head, Cylinder and Sector count as 1024 Cylinders, 16 Heads and 63 Sector.

This solution does not work! I have tried several times and still get the same errors.

2. Use Ontrack Disk Manager 7.02 to use the whole drive and to support Windows NT 3.5.

This solution does not work either! I couldn't even load the Disk Manager to work with DOS yet alone to see if it would work with Windows NT.



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### Solution that works:

Quantum has come out with a new series of hard drives that will support LBA mode. Engineering has qualified the Fireball series of Quantum hard drives that will be ordered under the same part number as the LPS hard drive currently used. You can identify the Fireball hard drive because it says Fireball on the label on the top of the hard drive. This hard drive has been tested, in my office, with Windows NT 3.5 and running Norton Disk Doctor on Continuous and Thorough test modes for 20 hours without failure. The LPS hard drive fails immediately using this test. I didn't install the Disk Manager and CMOS was set to 1018 cylinders, 16 heads and 63 sectors.