

NEXTSTEP for Intel Processors

Title: Seagate ST3550a and ST3385a IDE Hard Drives

Entry Number: 1328

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Product Vendor:

Seagate Technologies, Inc.

920 Disk Drive

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WWW: <http://www.seagate.com/>

Keywords: Seagate, IDE, harddrive

Overview:

Setup and Installation:

Known Problems:

Releases 3.1 and 3.2:

- There is a known incompatibility with the firmware found in Seagate IDE drives model numbers ST3550a and ST3588A when used with NEXTSTEP 3.1 and 3.2. This error manifests during installation when a sequence of IDE error messages occur and installation stops. The error "Disk initialization failed" is then reported.

A firmware upgrade to fix this problem is available through Seagate. Call 408-438-8222 to find the location of the nearest sales office. Model ST3550a requires firmware update 9581, and model ST3385a requires firmware update 9588.

Systems purchased from Hewlett Packard or Dell with these hard drive models are supported directly by the system vendors. Contact their support organizations for assistance.

Dell USA +1 (800) 727-8649

Dell Europe 011 31 20 684 9291

Dell SE Asia 011 866 2 391 2100

Dell Japan 011 81 3 5420 5353

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