

## **AltiGen KB**

### **Promise RAID Controller card**

#### Issue:

Server alarm beeping on an Office 2G-R2

Getting the following errors:

The promise raid utility shows the following in it's log:

#	Source	Severity	Time	Description
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1	FastTrak TX2300 - Controller 1	Warning	2010/07/06 07:27:52	Logical drive "PROMISE LD 1" goes critical
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2	FastTrak TX2300 - Controller 1	Warning	2010/07/04 03:31:18	Logical drive "PROMISE LD 1" goes critical
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3	FastTrak TX2300 - Controller 1	Error	2010/07/02 17:36:09	S.M.A.R.T threshold exceeded on disk 2
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4	FastTrak TX2300 - Controller 1	Information	2009/06/30 16:58:36	Logical drive "JBOD on port 01 (00)" created
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5	FastTrak TX2300 - Controller 1	Information	2009/06/30 16:54:56	Logical drive "JBOD on port 01 (00)" created
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#### Event Viewer error:

The device, \Device\Scsi\fttxr52P1, did not respond within the timeout period

#### How to resolve:

Please contact TSO for a RMA replacement of the RAID controller.

<https://know.altigen.com/questions/1047/>