

INTERLAB

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30.06.03
ImageSan support note

Slave station can not access SAN...

Symptoms:

The I-SAN icons are gone, replaced by regular LOCAL DISK icons and the Drive name was lost only remains the logical names (H: & I:)

Clicking on one of the two drives from Multimedia PC give a message like : “Can not read H: Do you wish to Format it?”

At opening of the ImageSan software info panel: Physical drives and QL board are visible, but NO MOUNTED PARTITIONS.

Solution A:

Registry hack that wipes out the corrupted driver folders, which get rebuilt on the next boot.

In the case where you are missing drives on the SAN - The QLA23XX (where XX is the last 2 digits of your controller model) sees some or all of the devices as being present but off-line or unconfigured.

Edit regedit, go to...

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\ql23XX\Parameters

Delete the one or two FOLDERS under this key. **DO NOT DELETE THE DEFAULT ENTRY.**

Reboot the machine and it will rebuild the key.

Solution B:

Re-install Windows 2K

Do not perform any of those steps if you are not certain that you have backups. Instructions for qualified support staff only.