

Hard Drive Replacement - PCV70/PCV90

Overview

Although hard drives are very reliable, they can fail. Two examples of typical hard drive failures are the loss of stored data and mechanical problems with the unit.

Hard Drive Replacement

Replacement hard drives come pre-loaded with software that match the unit version. Call the Sony Technical Response Center at 1-888-4SONYPC for hard drive replacement.

Hard Drive Problems Message Symptoms

1. Boot up error message: "Insert Bootable Media in the Appropriate Drive"
Cause: I/O or power supply cable loose or not connected.
2. Boot up error messages: "Error Loading Operating System" or
Disk I/O Error, Replace the Disk and Press Any Key"
Cause: Incorrect hard drive parameters in CMOS setup.
3. Error: "Invalid System Disk, Replace the Disk and then Press any Key" or
"Missing Operating System"
Cause: There is a non-bootable floppy disk in the drive at boot-up
Cause: Incorrect hard drive parameters in CMOS setup or corrupted OS files.

Hard Drive Troubleshooting

1. Confirm that the drive's I/O connector and power supply cables are properly seated and the I/O cable is connected to the primary IDE connector on the motherboard.
2. If this is OK, swap the I/O cable - a defective cable can mimic a defective hard drive.
3. When the "C" drive is the only one in the unit, confirm that its jumper pins are set to 4-5.
4. If another drive is also connected to the primary I/O cable, the drive "C" jumpers must be configured as the MA(ster) (pins 5-6), the other drive must be jumper configured as slave.
5. COMS setup, confirm that drive C is configured as bootable.
6. COMS setup, confirm that drive C is configured with the correct parameters.
7. Confirm that the drive is defective by running Scandisk. Many hard drive failures can be diagnosed by this program.
8. If the OS doesn't boot, boot from a bootable floppy and run Scandisk from a DOS diskette.
10. For intermittent problems, allow Scandisk to scan the media for errors.
11. Noisy Hard Drive - A noisy hard drive, although working, can fail at any time with catastrophic data loss. A noisy drive should not be allowed to operate. Contact the Technical Response Center to arrange a service call to replace the drive.



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Fax on Demand Document #112 (continued)

Hard Drive Check Out

Confirm that its I/O and power supply cables are properly seated and the I/O cable connected to the primary IDE connector on the motherboard.. If this is OK, swap the I/O cable - a defective cable can mimic a defective hard drive.

When the "C" drive is the only one in the unit, confirm that its jumper pins are set to 4-5.

If another drive is also connected to the primary I/O cable, the drive "C" jumpers must be configured as the MA(ster) (pins 5-6), the other drive must be jumper configured as the slave.

COMS setup, confirm that drive C is configured as bootable.

COMS setup, confirm that drive C is configured with the correct parameters.

Confirm that the drive is defective by running Scandisk. Many hard drive failures can be diagnosed by this program.

If the OS doesn't boot, boot from a bootable floppy and run Scandisk from DOS and a diskette that has Scandisk.

For intermittent problems, allow Scandisk to scan the media for errors.

Noisy Hard Drive - A noisy hard drive, although working can fail at any time with catastrophic data loss. A noisy drive should not be allowed to operate. A replacement drive should be installed by contacting Sony Service.