

Guidelines and common symptoms for mSATA sample request

The following guidelines should be used when a caller has the symptoms of a defective mSATA. The most common symptoms include, but are not limited to:

- Blank or black LCD panel with the power LED continuously flashing, no other activity.
- Blank or black LCD panel, the fans come on and remain on or turn off, but the LCD remains black or blank and the power LED continuously flashes. The machine does not boot.
- The LED's above the mSATA flash, eventually all turn on as normal, then all turn off to start the process again.

PLEASE NOTE: This is usually what is described as the machine rebooting, however, during this process there is no indication on the LCD panel as other symptoms above. If there are other symptoms, such as the splash screen appearing during boot, etc. there may be other issues aside from the mSATA.

- Data to be collected is as follows:
 - Environment, such as power.
 - If multiple machines at location are experiencing the issue or event is a single machine.
 - If issue has occurred on a particular machine more than once.
 - 56-99 data (likely only collected after the machine is recovered since there is no access at the time of the failure).
 - Please verify the serial number. Since the factory is only interested in samples from machines manufactured after December 2016, this will help us determine if this is a suitable sample. Remember, the first digit is the year of manufacture, the last digit is the month with October = 0, November = X and December = Y ie: 5511217X would be November 2015. **This information is for internal use only, the technician should not be informed of any changes by date of manufacture.** If the machine is manufactured before December 2016, follow normal procedure and have the tech order what you feel is needed. The sample mSATA is not necessary to be collected.
 - Please inform technicians to perform a full firmware update immediately after the mSATA is replaced with firmware version 0600Z100 even if this version was installed prior to replacement.
 - Advise the technician to retain the old mSATA as it may be requested as a sample.
- Once the above is confirmed, the ticket should be escalated to Bob Hammond who will escalate to the DSS for proper sample collection.

Shipping Address:

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