Adaptec Customer Support

If you have questions about installing or using your Adaptec product, check this document first—you will find answers to most of your questions here. If you need further assistance, use the support options listed below.

Technical Support Identification (TSID) Number

- Before contacting Technical Support, you’ll need your TSID. The TSID helps us provide more efficient service by accurately identifying your product and support status. The 12-digit TSID can be found on the white barcode-type label included inside the box with your product.
- Affix your TSID label here or on the PowerDomain 2930 CD jacket.

Support Options

- Search the Adaptec Support Knowledgebase (ASK) at http://ask.adaptec.com for articles, troubleshooting tips, and frequently asked questions for your product.
- For support via Email, submit your question to Adaptec’s Technical Support Specialists at http://ask.adaptec.com.

North America

- For information about Adaptec’s support options, call +1 408-957-2550, 24 hours per day, 7 days per week. To speak with a Technical Support Specialist,
  - For Hardware products call +1 408-934-7274, Monday to Friday, 3:00 A.M. to 5:00 P.M., Pacific Time.
  - For RAID and Fibre Channel products call +1 321-207-2000 Monday to Friday, 3:00 A.M. to 5:00 P.M., Pacific Time.
- To expedite your service, have your computer in front of you.
- To order Adaptec products, including accessories and cables, call +1 408-957-7274.
Europe
- **English and French**: To speak with a Technical Support Specialist, call one of the following numbers, Monday to Thursday, 10:00 to 12:30 and 13:30 to 17:30; Friday, 10:00 to 12:30 and 13:30 to 16:30, Central European Time:
  - **English**: +32 2 352 3470
  - **French**: +32 2 352 3460
  To expedite your service, have your computer in front of you.
- **German**: To speak with a Technical Support Specialist, call +49 89 456 40660, Monday to Thursday, 9:30 to 12:30 and 13:30 to 16:30; Friday, 9:30 to 12:30 and 13:30 to 15:00, Central European Time. To expedite your service, have your computer in front of you.
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- Fax Technical Support at +852 2869 7100.

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Should you have any questions concerning this Agreement, you may contact Adaptec by writing to:
Adaptec, Inc.
Legal Department
691 South Milpitas Boulevard
Milpitas, California 95035.
Regulatory Compliance Statements

Federal Communications Commission Radio Frequency Interference Statement

WARNING: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. However, if this equipment does cause interference to radio or television equipment reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/television technician for help.
- Use a shielded and properly grounded I/O cable and power cable to ensure compliance of this unit to the specified limits of the rules.

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference and (2) this device must accept any interference received, including interference that may cause undesired operation.

Federal Communications Commission

Adaptec, Inc.
AHA-2930CU

Tested to Comply
With FCC Standards

FOR HOME OR OFFICE USE

European Union Compliance Statement

This Information Technology Equipment has been tested and found to comply with the following European directives:

- EN50081-1 (1992)
- EN55022 (1994) Class B
- EN50082-1 (1992)
- EN61000-4-2 (1998)
- EN61000-4-3 (1998)
- EN61000-4-4 (1995)
- EN61000-4-5 (1995) Surges
- EN61000-4-6 (1996) Conducted immunity
- EN61000-4-11 (1994) Supply dips of variation

Australian/New Zealand Compliance Statement

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to the Australian/New Zealand standard AS/NZS 3548 set out by the Spectrum Management Agency.
Canadian Compliance Statement
This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.
Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

Japanese Compliance (Voluntary Control Council Initiative)
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With PowerDomain 2930, you can connect up to seven SCSI devices to any Macintosh computer that has Bus Mastering PCI expansion slots.

Kit Contents

Your PowerDomain 2930 package includes:

- PowerDomain 2930
- Standard 50-pin internal SCSI cable
- PowerDomain 2930 CD

If you plan to connect more than two internal SCSI devices, or one or more external SCSI devices to your computer, you will need additional cables not included in this package.
Installing the Driver – Mac OS 9.x

The PowerDomain 2930 has the driver for Mac OS 9.x embedded on the card in a ROM, so there is no driver required for your system folder.

To register your PowerDomain 2930, go to http://register.adaptec.com. If you don’t have Internet access, complete and return the registration card located on the PowerDomain 2930 CD.

Macintosh OS 9.0 Utilities

SCSIProbe—Used to verify SCSI IDs, identify drivers, and mount drives after startup.


Installing the Driver – Mac OS X

The driver is not embedded in early releases of Mac OS X (for example, OS X 10.0 through 10.0.4). To install or update the driver, follow the steps in this section.

⚠️ Note: Some utilities may not be compatible with Macintosh OS X. Check the Adaptec Web site at www.adaptec.com for the latest information.

⚠️ Warning: Do not run the installer if you have changed the permissions for any of the directories on this path: /System/Library/Extensions. The driver might overwrite these directories. Also, do not run the installer if you have set up any of these directories to be symbolic links (similar to aliases in OS 9); the system may not function properly.
Uninstalling the PowerDomain 2930 Driver

1. Log in as Administrator.

   Note: You must be logged on as an administrator to install the driver for the PowerDomain 2930. The installer will prompt you for an administrator name and password.

2. Open the Mac OS X folder on your PowerDomain 2930 CD and double-click the installer icon shown at right.

3. Follow the instructions displayed on the screen.

   The Adaptec PowerDomain 2930 driver will be installed into the System/Library/Extensions folder of your system disk. The installed driver is Adaptec290X-2930.kext.

4. Register your PowerDomain 2930 at http://register.adaptec.com. If you don’t have Internet access, complete and return the registration card located on the PowerDomain 2930 CD.

Uninstalling the PowerDomain 2930 Driver

To remove the Adaptec SCSI driver:

1. Go to the Mac OS X folder on the PowerDomain 2930 CD and locate the Uninstall.command file.

2. Double-click the file to remove the driver.

   Note: You must be logged on as an administrator to uninstall the driver for the PowerDomain 2930. The script will prompt you for an administrator password.

Verifying the Uninstall

Go to the /System/Library/Extensions directory and verify that Adaptec290X-2930.kext is no longer in that directory.
Preparing the PowerDomain 2930

Your PowerDomain 2930 is configured to run on blue and white G3 Macintosh or newer computers. If you are installing the PowerDomain 2930 on an older Macintosh, you need to make a change to a jumper (connector) on the board before you install it.

To change the jumper:

1. Locate the J4 jumper on the PowerDomain 2930, as shown.

![Jumper](image)

The jumper is the black, plastic object which sits on one of two upright pins at the J4 location.

2. Use your fingers or a small pair of pliers to move the jumper to cover both pins, as shown in the next figure.

![Jumper](image)

The PowerDomain 2930 adapter is now ready for installation.

Installing the PowerDomain 2930

To install the PowerDomain 2930:

1. Turn off the computer, disconnect the power cord, and ground yourself by touching the chassis.

2. Remove the computer cabinet, following the manufacturer’s instructions.
3 Find an unused PCI expansion slot (typically white or ivory) in the computer. Unscrew the expansion slot cover screw and remove the slot cover to provide an opening, as shown.

4 Remove the PowerDomain 2930 card from its antistatic packaging. *Always* handle the card by its edges.

5 Place the PowerDomain 2930 in the slot and press it down firmly until the connector fingers are fully seated.

6 Secure the card bracket with the screw you removed in Step 3.
Preparing the SCSI Devices

Preparing the SCSI Devices

Setting up SCSI devices typically involves setting SCSI IDs and termination, mounting internal SCSI devices inside your computer, and connecting power cables to each SCSI device.

Setup varies for different kinds of SCSI devices. Always refer to the device’s documentation for specific instructions. In general, to prepare SCSI devices for setup:

- **Check the SCSI IDs**—The PowerDomain 2930 and each SCSI device you connect to it requires a unique SCSI ID from 0 to 7. The PowerDomain 2930 is preset to ID 7 and should not be changed. The IDs for internal SCSI devices are usually set with jumpers; external SCSI devices are usually set with a switch on the back of the device.

- **Terminate the Ends of the SCSI Bus**—To ensure reliable communication on the SCSI bus, the SCSI device at the end of each cable, or the end of the cable itself, must have a terminator installed (or enabled). Terminators must be removed or disabled on SCSI devices that are connected between the ends of each cable.

If you are installing internal SCSI devices, see *Connecting Internal SCSI Devices on page 6.*

If you are installing external SCSI devices only, close your computer cabinet, and see *Connecting External SCSI Devices on page 10.*

Connecting Internal SCSI Devices

To connect internal SCSI devices:

1. Turn off the computer, disconnect the power cord, and ground yourself by touching the chassis.

2. Verify that each internal SCSI device you are installing has a unique SCSI ID from 0 to 6. Refer to the SCSI device’s documentation to determine the ID setting.

**Note:** If any two SCSI devices (internal or external) have the same SCSI ID, change the ID on one device. The PowerDomain 2930 is preset to SCSI ID 7 and should not be changed.
Connecting Internal SCSI Devices

3 If you are installing one internal SCSI device only, terminate that SCSI device. If you have two or more internal SCSI devices, terminate the device that will be connected to the end of the cable.

For more information on termination, refer to the SCSI device’s documentation.

4 Mount each SCSI device in an available drive bay inside your computer, as shown in the next figure. Refer to the documentation for your computer and SCSI devices for installation instructions.

Note: If space is limited inside your computer, you may have difficulty connecting SCSI and power supply cables to your SCSI devices once they’re installed. Consider completing these connections (Step 5 on page 8) before installing the devices.
5 Connect one end of the internal SCSI cable to the PowerDomain 2930 internal SCSI connector, as shown in the next figure.

To connect more than two internal SCSI devices, you will need an internal SCSI cable with enough connectors for all devices.

6 Connect the other end of the cable to the last internal SCSI device, as shown in the next figure. This SCSI device must be terminated. (See Step 5 on page 11.)

Make sure Pin 1 on the cable aligns with Pin 1 of the internal SCSI device connector. Pin 1 is usually designated by a “1” or small triangle.
7 Connect all other internal SCSI devices, as shown in the next figure. (*Do not* terminate these SCSI devices.)

8 Connect a power cable from your computer’s power supply to the power input connector on the SCSI device, as shown. Repeat this step for each SCSI device.

9 If you are only installing *internal* SCSI devices:
   - Replace the computer cabinet.
   - Reconnect the power cables to the computer.
   - Install any software included with your SCSI device.

If you are also installing *external* SCSI devices, see *Connecting External SCSI Devices* on page 10.
Connecting External SCSI Devices

To connect external SCSI devices:

1. Turn off the computer, disconnect the power cord, and ground yourself by touching the chassis.

2. Verify that each external SCSI device you are installing has a unique SCSI ID from 0 to 6. Refer to the SCSI device’s documentation to determine the SCSI ID setting.

⚠️ Note: If any two SCSI devices (external or internal) have the same SCSI ID, change the ID on one device. The PowerDomain 2930 is preset to SCSI ID 7 and should not be changed.

For most external SCSI devices, the SCSI ID is set with a switch on the back of the device, as shown.
Connecting External SCSI Devices

3 Connect one end of the external SCSI cable to the PowerDomain 2930 external SCSI connector as shown in the next figure.

For each external SCSI device you install, you need a high-quality external SCSI cable.

4 Connect the other end of the cable to a SCSI connector on the back of the SCSI device, as shown.

5 If you are installing only one external SCSI device, terminate the device.

Termination is usually controlled by installing or removing a SCSI terminator. On some SCSI devices, you use a switch or button on the back of the SCSI device. Refer to the documentation for your SCSI device for termination instructions.
6 Connect other external SCSI devices by cabling each device to the previous one, as shown. Terminate only the SCSI device at the end of the chain.

7 Connect all power cables to the external SCSI devices and the computer.

8 Turn on all external SCSI devices and allow them to power up. Then turn on the computer.

9 Install any software included with your SCSI devices.

Troubleshooting

If you encounter any problems after installation, check the following items first:

- Are all SCSI devices powered on?
- Are all SCSI cables and power cables properly connected?
- Is the PowerDomain 2930 firmly seated and secured in the PCI expansion slot? Turn off the power before checking the card.
- Does each device on the SCSI bus have a unique SCSI ID?
- Is the SCSI chain properly terminated? Refer to your device documentation and to the related sections in this User’s Guide.

If you are still unable to resolve a problem, refer to the Adaptec Web site at http://www.adaptec.com for additional troubleshooting information and direction.