

# TROUBLESHOOTING, BEST PRACTICES AND GENERAL RECOMMENDATIONS

Outlined recommendation and summary of using 45Drive Destroyinator with KillDisk Industrial

## GENERAL OPERATION

### DISK LOADING AND UNLOADING

- Insert each disk with a delay of 3-5 seconds
- Eject disk and hold it vertically for about 4-5 seconds or more to let spindle stop
- Do not drop disk while loading in SATA slots – place it gently and firmly
- Prevent any objects or particles to drop in bay area, use air blower to clear bay area time-to-time
- Use gloves to prevent static electricity discharge while loading hard drives into the bays if located in high static area

See Disk Initialization section for more information.

## RUN KILLDISK INDUSTRIAL SOFTWARE

### DISK INITIALIZATION

- Starting time of KillDisk industrial is directly related to the number of hard drives already inserted in unit
  - More delays may occur if some of the inserted disks are faulty or have slow response
- Use the Observe Console View or Log View to follow the initialization progress: in case of significant initialization delay, complete application or OS freezing
  - Remove the faulty drive from the bay and restart application or reboot if system becomes unresponsive
- If KillDisk continuously crashes while disks are being inserted into the bays, then exit KillDisk, insert all disks into the bays and then restart KillDisk
- If a hard drive looks physically damaged (casing or the SATA connector) there is a chance that the disk will not initialize

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## DISK ORGANIZATION

- It is highly recommended to operate disks in small group batches for all actions; this means erasing, hot-swapping, and examination
- Organize batches in a way, that all bays in batch belongs to one controller
  - Each controller supports 16 hard drives.
  - Both chassis and console view are labeled accordingly (controller# -- slot#) -> Ex: 1-5 is controller 1, slot 5)
- Use color highlight for batches for easy recognition on a screen
- Recommended size of a batch – from 5 to 15 bays per batch
  - This eliminates the probability of the system getting hung up on a bad hard drive during the erasing process

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## DISK PROCESSING

- Start each batch with some delay – let all disk in a batch to get started prior to starting next batch
- If a disk is distinctively slow in processing, you can stop it individually from main toolbar or, preferably, from context menu
- If during disk processing, some of the disks fail for various reasons, or disk processing was terminated by user – do not remove these disks from their bay while other disks in that batch are still processing
  - Leave stopped disk in a bay until batch processing is done and confirmation dialog closed!
  - Do not start stopped or terminated disks again individually while other disks from the same batch are still processing.
- If hard drive is severely damaged or disk controller leads to system to hang or KillDisk to crash – remove recently added disks and start over
- When working with series of disks in bad condition (old or damaged), it unadvisable to run disk processing (erase or examination) on disk bays

## ERRORS AND CRASHES

- In case of unhandled errors (crashes), KillDisk creates dump-files with information about application, system and memory state. It may help to solve stable crashes or “application disappearance”. By default, dump-files are located in the “*dumps*” folder in on the Linux system - `/opt/Issoft/KillDiskIndustrial/dumps`
- If you notice that the disk does not show up in the KillDisk software, it may not be powering or cannot be picked up by the system. You can check if the drive is in the system by going to Applications -> Disks, in the start menu
- The LSI driver is a very stable driver in Linux that controls the initialization of the Disks, if you notice the disk will pick up with another controller but not the LSI controller, the disk is most likely an unstable drive and would cause errors trying to do write operations