

Bug Report: Compatibility Problem with SP4 and Promise RAID

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Ever since installing SP4 on Win 2K to supposedly help a suspend/standby/resume problem with losing my USB Wacom tablet shortly after resume, my Promise RAID controller has been acting like one of the drives is dying. But SMART testing shows the array is in good health.

I tested the RAID drive with nBench and got:

40MB WRITE
5.98MB READ

The writing part of the test went without pause, however the system froze up twice for 10 seconds during the read process, which caused the low score.

I used a Promise utility to check SMART on the array and it's FUNCTIONAL and no sign of any problem.

I also used HDTune and found the array to be scoring in the 60MB/S range, which must be bypassing the OS.

I also just did a full backup to the RAID, in DOS (Norton Ghost) and backed up 4 gigs in 5 minutes. No problem with speed in DOS!

So the problem seems to be directly related to Windows 2000 WITH SP4 installed. Prior to SP4, this array performed very well.

I have the latest Promise driver installed, and I even refreshed the driver by reinstalling a new copy. That did not help or change anything. The condition persists.

At least at this point I am pretty sure the problem relates to *READ* not WRITE functions. I can write huge files TO the drive without the freezeup. Reading from the drive is the problem. I can't even play a short AVI clip without the whole system freezing up alternately with playing the clip.

Is there a known bug with SP4 and RAID controllers performing very badly on

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disk reads?

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Take care,

Mark & Mary Ann Weiss

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