

Re: During reinstallation I'm told that setup can't find the hard drive/mass storage device – whY?

## Re: During reinstallation I'm told that setup can't find the hard drive/mass storage device – whY?

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-10/msg01177.html>

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- *From:* "Charlie Russel – MVP" <[charlie@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:charlie@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Wed, 4 Oct 2006 09:48:00 –0700
- 

Yes, all the files should be there on the Dell site. Glad you found them.

FWIW, this is a pretty "normal" process for servers. When you use OEM installation media, it's often hidden in the OEM install. But when you do it from scratch, you need the drivers, since very few RAID controllers are on the actual Server CD.

—

Charlie.

<http://msmvps.com/xperts64>

"Mike Webb" <[mike\\_webb@xxxxxxxxxxxxxxxxxxxx](mailto:mike_webb@xxxxxxxxxxxxxxxxxxxx)> wrote in message  
<news:ezRSGI85GHA.2104@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

Never mind my last. Dell is smart enough to realize I need more than just the driver – that I needed the TXTSETUP.oem file. They also included 6 other files I can put on the floppy. (please forgive my mistakes; I AM learning from them [I hope], and I very much appreciate your time in answering my questions.)

Mike

"Charlie Russel – MVP" <[charlie@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:charlie@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message  
<news:2718E85A-6215-424E-80D0-25BFA489E055@xxxxxxxxxxxxxxxxxxxx>

Log onto the Dell web site, go to support, plug in your machine ID, and it should show you the available drivers for it. Download the PERC drivers. You need them to get this to work. Windows doesn't know anything about your PERC controller until you provide the drivers at that stage, and it won't see ANY drives connected to that device until you load the drivers for it.

Forget the Adaptec – it has nothing to do with this. You need the PERC drivers.

—

Charlie.

<http://msmvps.com/xperts64>

Re: During reinstallation I'm told that setup can't find the hard drive/mass storage device – whY?

"Mike Webb" <mike\_webb@xxxxxxxxxxxxxxxxxxxx> wrote in message  
[news:%231Gr8F85GHA.3564@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:%231Gr8F85GHA.3564@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

As a follow-up, I went into BIOS and disabled booting from A: drive and C: drive. I then rebooted and went into Setup. Pressed F6 and was able to load the Adapter SCSI Card 29160 Ultra160 SCSI, but Setup still wouldn't recognize that it has a hard-drive. Tried F6 again to tell it that it has a RAID controller; I had copied the driver from c:\Program Files\System32\DRIVERS\mraid35x.sys to a floppy. However, Setup wants a text file of some sort (it should have "oem" in the filename) to load anything from F6. Went back through my office and can't find anything from DELL to help me (Device Manager id'd the RAID Controller as "DELL PERC 4e/Di RAID Controller"). Looked again in Device Manager and see the following entry in "Disk Drives": PERC LD 0 PERCRAID SCSI Disk Device . I'm guessing this is all part of the SCSI card and RAID Controller and should have been detected.

Any thoughts on what I can try now??

Mike

"Jim Behning"  
<jimbehning@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
wrote in message  
[news:gka7i2de4kjnaqrpd6dd1dag8ph3lsir3c@xxxxxxxxxxx](mailto:news:gka7i2de4kjnaqrpd6dd1dag8ph3lsir3c@xxxxxxxxxxx)

If it is booting off the PERC then you need that driver with F6. The 29160 is ancient and the drivers on the OS setup should work. Besides that the tape drive is probably hooked up to the 29160. I have seen the message that the OS install has a newer driver than what is on your floppy. Sometimes the newer driver has not worked but the floppy did.

On an Intel server board the raid should be up high in the boot sequence. I do not see any Perc listed in your boot sequence. I thought Dell was just Intel with a Dell logo on it.

On Wed, 4 Oct 2006 06:36:48 -0500, "Mike Webb"  
<mike\_webb@xxxxxxxxxxxxxxxxxxxx> wrote:

Re: During reinstallation I'm told that setup can't find the hard drive/mass storage device – whY?

In answer to both of you, I have the following:

Adaptec SCSI Card 29160  
Ultra160 SCSI  
driver: adpu160m.sys ver.  
6.4.630.100  
DELL PERC 4e/Di RAID  
Controller  
driver: mraid35x.sys

Server: DELL Power Edge  
2800, BIOS ver. A05

Boot Sequence (from BIOS)

1. Diskette Drive A:
2. IDE CD-ROM Device
3. Hard Drive C:
4. Embedded Gb NIC1 IBA  
GE Slot 0B38 v1226

Hard-Disk Drive Sequence  
(from BIOS)

1. System BIOS boot  
devices
2. Embedded PERC 4e/Di  
Adapter(bus 02 dev 0E)

I've got both drivers on  
diskette now. I'm assuming  
that I need to use both  
from F6 during the Setup  
phase?

Mike

<mike\_webb@xxxxxxxxxxxxxxxxxxxx>

wrote in message

[news:1159889681.364263.41770@xx](mailto:news:1159889681.364263.41770@xx)

Thanks for  
the  
question; I'll  
check the  
boot  
sequence  
and report  
back.

Re: During reinstallation I'm told that setup can't find the hard drive/mass storage device – whY?

Mike

Steve  
wrote:

As  
Charlie  
suggests  
we'd  
need  
to  
know  
the  
specific  
Adaptec  
SCSI  
RAID  
card  
you're  
using,  
but  
I  
do  
know  
that  
Windows  
2003  
has  
native  
support  
for  
the  
older  
2100S  
series.  
Also  
is  
booting  
from  
the  
RAID  
controller  
enabled  
in  
your  
BIOS?  
If  
not  
I  
don't  
think

Re: During reinstallation I'm told that setup can't find the hard drive/mass storage device – whY?

the  
Windows  
install  
routine  
will  
see  
it  
either.

"Charlie  
Russel

–

MVP"

<charlie@xxxxxxxxxxxxxxxxxxxxxxxx>

wrote

in

message

[news:A97605A0-028A-49BD-89D3-04ED6ACFA43F@xx](mailto:news:A97605A0-028A-49BD-89D3-04ED6ACFA43F@xx)

>

You

have

two

choices

when

running

an

installation.

If

you

run

the

>

installation

from

within

an

existing

Windows

installation,

as

an

>

in

>

place

>

upgrade,

you

can

generally

avoid

Re: During reinstallation I'm told that setup can't find the hard drive/mass storage device – whY?

having  
to  
have  
a  
floppy  
disk  
with  
>  
the  
>  
necessary  
drivers  
on  
it.  
However,  
it  
what  
you're  
trying  
to  
do  
is  
>  
do  
a  
>  
fresh  
install,  
you  
need  
to  
either  
use  
a  
type  
of  
disk  
controller  
>  
that  
>  
has  
>  
built  
in  
drivers  
in  
Server  
2003,  
or  
you

Re: During reinstallation I'm told that setup can't find the hard drive/mass storage device – whY?

need  
to  
provide  
the  
>  
drivers  
on  
>  
a  
>  
floppy  
drive.  
When  
you  
first  
boot  
off  
the  
CD  
to  
install  
SBS  
you'll  
>  
see  
>  
"Press  
F6  
to  
specify  
additional  
mass  
storage,  
etc."  
at  
the  
bottom  
>  
of  
>  
the  
>  
screen.  
Press  
F6  
and  
you'll  
eventually  
get  
prompted  
to

Re: During reinstallation I'm told that setup can't find the hard drive/mass storage device – whY?

provide  
the  
>  
floppy.  
>  
At  
this  
point  
you  
have  
to  
provide  
the  
\_correct\_  
drivers  
for  
your  
>  
disk  
>  
controller.  
If  
you  
have  
multiple  
controllers,  
the  
critical  
one  
is  
>  
the  
>  
one  
>  
that  
has  
your  
boot  
drive  
attached  
to  
it.  
>  
>  
Without  
more  
details  
as  
to  
your

Re: During reinstallation I'm told that setup can't find the hard drive/mass storage device – whY?

specific  
hardware  
and  
what  
drives  
>  
are  
>  
attached  
to  
which  
controllers,  
I  
can't  
be  
more  
specific.  
>  
>  
--  
>  
Charlie.  
>  
<http://msmvps.com/xperts64>  
>  
>  
>  
"Mike  
Webb"  
<mike\_webb@xxxxxxxxxxxxxxxxxxxx>  
wrote  
in  
message  
>  
<news:esmFOsm5GHA.3920@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
>>  
Running  
SBS  
2003  
Premium.  
>>  
=====  
>>  
For  
necessary  
reasons,  
I  
need  
to  
reinstall  
SBS.

Re: During reinstallation I'm told that setup can't find the hard drive/mass storage device – whY?

My  
problem  
is  
>>  
right  
>>  
from  
>>  
the  
get-go  
after  
setup  
gets  
down  
loading  
files  
and  
drivers  
to  
>>  
start,  
>>  
it  
>>  
tells  
me  
it  
can't  
detect  
a  
hard-drive/mass  
storage  
device.  
That  
>>  
puzzled  
>>  
me  
as  
it  
shows  
up  
fine  
during  
boot-up.  
After  
cycling  
through  
a  
>>  
reboot

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Re: During reinstallation I'm told that setup can't find the hard drive/mass storage device – whY?

>>  
a  
>>  
few  
times,  
it  
hit  
me  
that  
I  
have  
a  
SCSI  
RAID  
device.  
So  
I  
dug  
>>  
out  
the  
>>  
3.25  
in  
floppy  
(ADAPTEC  
Family  
Manager  
Set  
v4.0a  
Utility  
Disk)  
>>  
and  
>>  
plopped  
it  
in  
the  
drive  
and  
went  
to  
the  
setup.  
I  
selected  
the  
>>  
SCSI  
>>

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drive  
>>  
from  
the  
list  
presented,  
and  
then  
setup  
told  
me  
that  
the  
file  
>>  
already  
>>  
in  
>>  
windows  
was  
newer  
than  
what  
was  
on  
the  
diskette,  
and  
asked  
me  
>>  
whether  
>>  
to  
>>  
replace  
or  
keep  
the  
file.  
I  
chose  
to  
keep  
the  
newest  
file.  
It  
>>  
then

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>>  
went  
>>  
to  
the  
next  
window  
to  
tell  
me  
it  
still  
couldn't  
find  
the  
>>  
hard-drive/mass  
>>  
storage  
device.  
>>  
Very  
frustrating!  
>>  
Can  
someone  
please  
tell  
me  
how  
to  
convince  
setup  
that  
there  
IS  
a  
>>  
hard-drive/mass  
storage  
device?  
>>  
--  
>>  
Mike  
Webb  
>>  
Platte  
River  
Whooping  
Crane

Re: During reinstallation I'm told that setup can't find the hard drive/mass storage device – whY?

Maintenance

Trust,

Inc.

>>

a

501

(c)(3)

non-profit

org.

>>

Wood

River,

NE

>>

>