

Table 5-5 Basic Troubleshooting Checklist (Cont)

Problem	Possible Cause	Corrective Action
TK50 passes power-up test but does not work.	There is no tape or it is not loaded.	Insert tape and press the Load/unload button to load the tape.
	The controller module/cable may be faulty.	Call your service representative or run the field service tests.
TK50 indicator light flashes rapidly.	Problem with the tape drive.	Press the Load/unload button four times. If the problem persists, call your service representative or replace the drive.
Not configured or illegal device name message.	Operating system does not know a TK50 is present.	Perform a SYSGEN or CONFIG operation. See Installation, step 21, or call your service representative.
Cartridge insert/release handle does not lift.	Power-up test still in process.	Wait for the red light to go out and try again. If the problem persists, call your service representative.
Tape does not unload.	Load/Unload button is in load position.	Make sure the Load/Unload button is in the unload position. Wait for the light to go out before removing the tape cartridge.
Tape read error message displays.	The tape may be bad.	If the problem persists, try another tape.
Tape write error message displays.	The tape is write-protected.	Slide the write-protect switch on the tape cartridge to the right. If the problem persists, try another tape.