



## 4.5 Fixing an F-level drive for DR purposes

### Drive Information:

Model number: ST3120616A  
SN: 51S3AJS3  
Firmware: 3.04  
LBA: 312579696

### Symptom:

When connected to HDD Doctor, the drive is not detected, and the status shows 'NO HDD'. An option in such situations for Seagate drives is to set the drive into Command Mode. [Power On] the drive in the command window.

### The display shows:

```
6 buffer detected
MASKROM - 1_Disk  M-20  12-07-03 15:39
F>
```

'F>' indicates the drive is now working under F-level mode also known as Factory-level Mode. Generally if a drive defaults to F-level, this indicates a problem with the PCB. In such cases, one option is to swap the PCB. However for this case study it is assumed that no donor drive is available.

### Solution:

According to the information displayed in the command window, the ROM has been detected as physically present on the PCB as shown by 'MASKROM - 1\_Disk'. But no information has been detected from it. The first task is to attempt to upload the ROM contents using the [Upload] function from the ROM Operation screen.