



WDC WD3200JD-00KLB0 WDWCAMR1030181
320 GB

SATA 1

Case ID:
Not assigned

Creation date:	10/17/2019 12:55 PM	Software version:	2019.9
TaskForce serial:	66666666	TaskForce IP:	10.0.0.86
Location:	SATA 1	Write protection:	On
Device model:	WDC WD3200JD-00KLB0	Device serial:	WDWCAMR1030181
Size:	320 GB (320,072,933,376 bytes)	Device firmware:	0805J08
Case investigator:		Case description:	

Diagnostics completed. Device has major issues

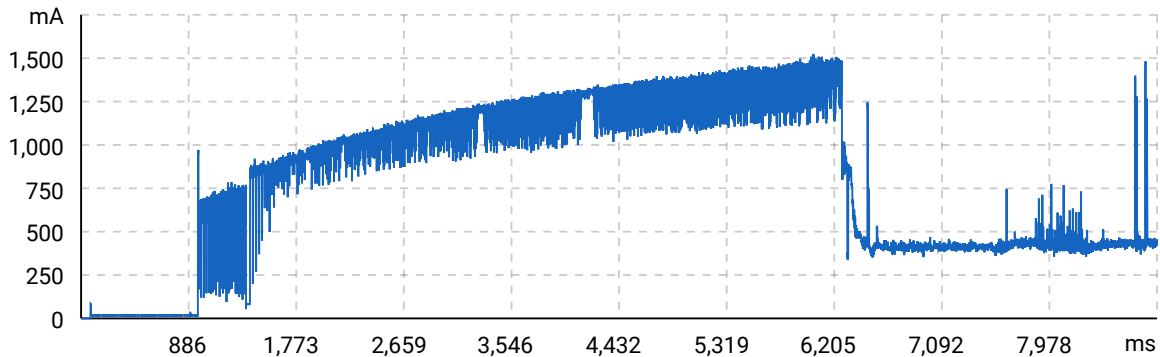
Results

According to the media access timing verification test, the head stack is malfunctioning.
 Recommendation: disable damaged/degraded heads in imaging settings to image good heads first.
 SMART reports that there are defects in the media.

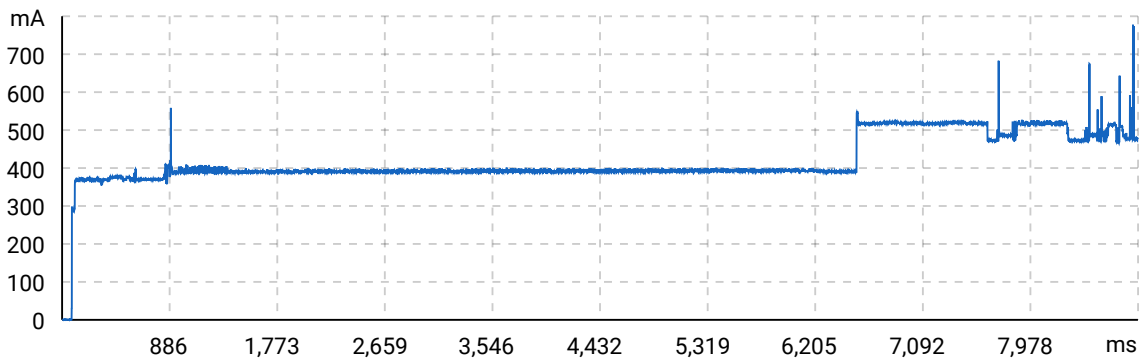
1. Circuit board

Applying power and watching spin-up currents...

Current oscillogram (12V):



Current oscillogram (5V):



Device has become ready in 8 sec

Registers. Status: 01010000 Error: 00000001

Peak power consumption during spin-up: 5V line = 777.61 mA; 12V line = 1524.85 mA

Integrity word of device identification data is OK.

Device identified: WDC WD3200JD-00KLB0 SN: WDWCAMR1030181

Circuit board check passed

Elapsed: 8.9 sec.

2. Heads

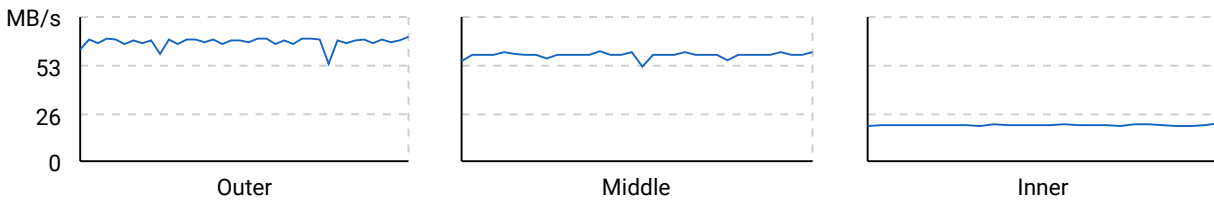
Detecting device family

Detected 6 heads: 0 1 2 3 4 5

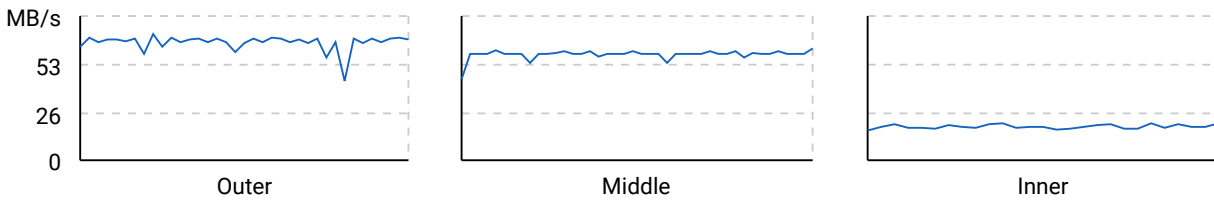
Performing media access timing verification separately for each head.

Using the following LBA ranges for this test: Outer: 0 - 900,000, Middle: 312,121,223 - 313,021,223, Inner: 624,242,447 - 625,142,447

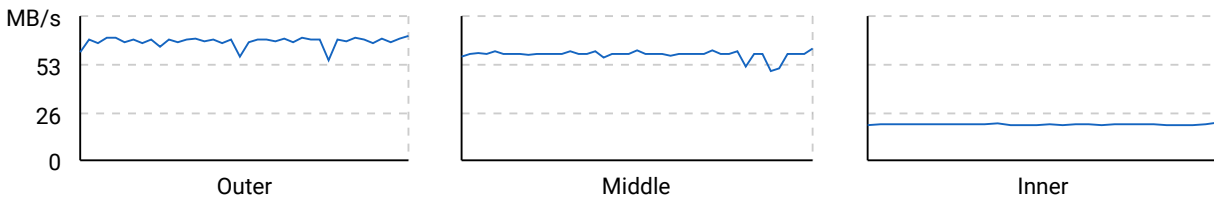
Head #0 speed graph



Head #1 speed graph



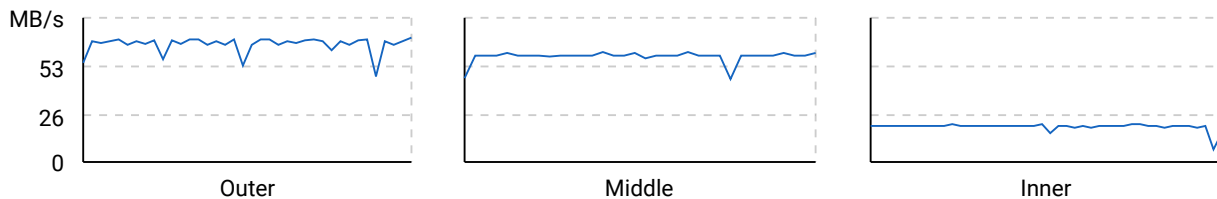
Head #2 speed graph



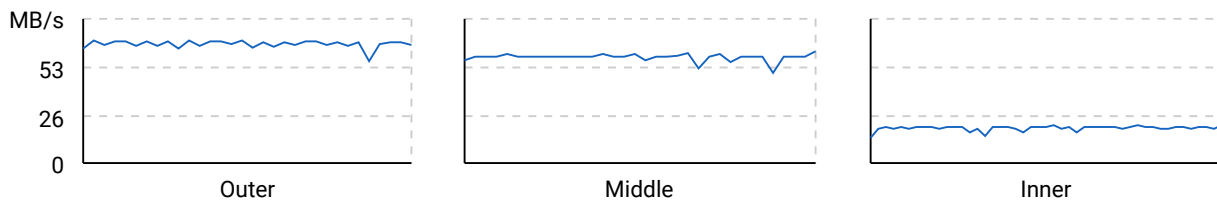
Head #3 speed graph



Head #4 speed graph



Head #5 speed graph



Head #	Speed	Sectors processed	Freeze count	Read errors	Head status
0	43 MB/s	402,330	0	0	OK
1	43 MB/s	435,815	0	0	OK
2	44 MB/s	436,889	0	0	OK
3	< 1 KB/s	188,882	0	93	Damaged
4	44 MB/s	380,219	0	0	OK
5	43 MB/s	366,264	0	0	OK

According to the media access timing verification test, the head stack is malfunctioning.

Recommendation: disable damaged/degraded heads in imaging settings to image good heads first.

Elapsed: 240.9 sec.

3. Media surface

Media test skipped because the head stack is malfunctioning.

4. Firmware

Device is not locked.

Device identification data is valid.

Max address according to device ID: 625,142,447

Native max address (ext): 625,142,447

Max Address from DCO: 625,142,447.

Reported capacity appears logically correct.

Performing SMART checks...

SMART reports that there are defects in the media.

Power cycles: 438 Smart status: Fail Powered on: 564 days 11 hours

#	Attribute Name	Value	Worst	Threshold	RAW	Status
1	Read Error Rate	199	199	51	12483	OK
3	Spin-Up Time	190	173	21	5500	OK

4	Start/Stop Count	100	100	0	447	OK
5	Reallocated Sectors Count	183	183	140	131	FAIL
7	Seek Error Rate	200	200	51	0	OK
9	Power-On Hours	82	82	0	13547	OK
10	Spin Retry Count	100	100	51	0	OK
11	Calibration Retry Count	100	100	51	0	OK
12	Power Cycle Count	100	100	0	438	OK
194	Temperature Celsius	128	103	0	22	OK
196	Reallocation Event Count	111	111	0	89	OK
197	Current Pending Sector Count	171	169	0	1544	FAIL
198	(Offline) Uncorrectable Sector Count	200	200	0	0	OK
199	UltraDMA CRC Error Count	200	200	0	7	OK
200	Multi-Zone Error Rate	200	200	51	0	OK

Reading SMART temperature

Temperature and power cycle history

Temperature measurements weren't read successfully.

Firmware check passed

Elapsed: 0.2 sec.

5. File system

File system test can't be started because the device had issues during one of the previous checks.