

**2017**

**Q10021410 - I am getting a lot of smart ID 199  
CRC\_Error\_Count for drive in ARC-1882IX-24 slot  
16 only - lot of "Enc#2 SLOT 16 Time Out Error"  
on SAMSUNG MZ7WD960HAGP-00003**

The default signal strength of this port may be not good enough for this SSD.

You can adjust the signal strength of this specific port through expander manager.

This controller has a RJ11 connector on bracket for expander management using serial port protocol.

In expander manager console, the command to modify driven strength is dr.

The syntax of dr command is as below:

dr : display current driven strength status

dr -d xx :xx is the level of driven strength.

dr -x : restore default settings

Unique solution ID: #1146

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