

Customer Bulletin

Product Model Name: Archive Appliance

Date: January 2007

Reference ECO No: NA

Problem Description

On Archive Appliance systems configured for multiple copies, it is possible for the software to enter a loop that consumes all blank UDO media in the library.

This situation can be identified by the existence of a much higher number of secondary copies than primary copies. Also, the system continuously requires the addition of new UDO media, which is immediately consumed.

Resolution

Upgrade to one of these corrected platform dependent versions (or later) of Archive Appliance software:

- 2.10.20
- 2.11.06
- 4.03.49

Schedule a preventive maintenance call with Plasmon support to arrange for installation of the appropriate new software version. During this service call, scripts are run to identify any media consumed by this problem.

Once identified, this media is removed and replaced, provided the service call is before April 1, 2007. After this date, media replacement is the customer's responsibility.

Contact Information for Technical Questions:

Americas and Asia Pacific

Plasmon Technical Support Team
United States Calls: 1-877-585-6793
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