SUPPORT BULLETIN

SKT-1300 DAT Tape Subsystem

 # 21
6/21/91

Status:	Action required if experiencing problems
Subject:	Misthreading and unloading problem
ECO#:	N/A
Assemblie(s):	N/A
Revision(s):	N/A
S/N(s):	N/A

Problem:

A problem has been observed with some tapes in which after loading the tape, the subsystem will not function and the tape will not unload when the unload button is pressed. The following are three probable causes and solutions to the problem:

Probable cause:

Non-DDS certified tapes may not conform to the physical DDS specifications as required. Non-DDS tapes may not align properly inside the drive and may cause a misthread.

Solution:

Use only **DDS certified** DAT tapes. They are identified by the 'DDS' symbol.

Probable cause:

Maxell tapes manufactured prior to June 11, 1991 had a problem with the sliding plate on the bottom of the cartridge which may cause a misthread. The failure rate of these tapes was only about 1%.

Solution:

Use a Maxell tape manufactured after June 11, 1991. These can be identified by the date code printed along the back edge of the cartridge.

Zetaco

Example Maxell date code: L2290101

> L = 11th letter in the alphabet = 11th month = November
> 22 = 22nd day of the month
> 9 = the year = 1989
> 0101 = Proprietary information

The date code for June 11, 1991 would be F111nnnn (nnnn = any number).

- Or - use another brand **DDS certified** DAT tape.

Probable cause:

Aggressive loading of the tape cartridge by the operator can cause the tape to misalign within the mechanism.

Solution:

Insert the tape gently. Apply minimal pressure to the center of the cartridge and allow the drive to take the tape away from you at its own pace.

To unload a misthreaded tape that won't unload by pressing the eject button:

1. Shut off the power to the DAT drive and unplug the unit.
2. Remove the top cover from the DAT drive, exposing the drive's mechanism.
3. Remove the misthreaded tape from the mechanism with any convenient, small, **plastic** tool. **Be very gentle** so that you don't bend or damage any part of the mechanism. Do not touch the round tape head, or any surfaces that contact the tape, with your fingers or any tools. Cut the tape if necessary to remove it.
4. Replace the cover. Insure that the circuit board to the right rear of the drive rests in the slot in the top cover before tightening the screws.
5. Reconnect the power cord, power up the drive and load a new **DDS certified** DAT tape cartridge.