

Unique Id: 009D3188-4709A260-1C02A1

Copyright 1999 Compaq Computer Corporation. All rights reserved

SOURCE: Compaq Computer Corporation INFORMATION BLITZ

INFORMATION BLITZ TITLE:

Reminder to Acclimate DLT Tapes to the Environment Before Using

DATE: 15-Dec-1998

INFORMATION BLITZ #:

AUTHOR: Chris Reed

TEL#: 508-841-2028 (DTN: 237-2028)

EMAIL: reedc@compaq.com

DEPARTMENT: Tape Continuation Engineering

=====

PRODUCT NAME(S) IMPACTED: TZ8xx and their Loader and Library variants

PRODUCT FAMILY(IES):

PRODUCT NUMBERS:

Storage \_X\_
Systems \_\_\_
Networks \_\_\_
PC \_\_\_
Software \_\_\_
Other (specify) \_\_\_

\_ TZ87x \_\_\_
\_\_\_\_\_
\_\_\_\_\_
\_\_\_\_\_
\_\_\_\_\_
\_\_\_\_\_

PROBLEM STATEMENT:

Under certain conditions, DLT III tape may stick to the R/W head during operation.

PROBLEM SYMPTOM:

Damage to media; failure of commands or batch jobs to execute, with resulting errors or hangs; failure to unload; apparent need to swap out the drive.

SOLUTION:

When tapes are stored in an environment different from that of the drive, ensure that they are moved to a location in close proximity

to the drive before attempting to use them. Ideally, tapes should be allowed to acclimate for a time equal to the duration of their storage away from the drive, or 24 hours, whichever is less.

ADDITIONAL COMMENTS:

Reports from the Field and our own lab work have verified that sticking will occur almost immediately with older, used tapes which have been stored at 20 degrees C. and 75% humidity, when those tapes are used in a TZ87 drive kept at a higher temperature and lower humidity. High tape humidity causes sticking from HYDROLYSIS, a degradation of the tape which can be reversed by storing the tape for a while in a dry environment. Our test conditions (cool, damp tapes and warm, dry drives) are the only ones which have allowed us to produce "stiction" at will, but other combinations may also cause it. Remember to acclimate tapes before use. Long-term storage specifications are more stringent than those for shorter periods. "Cartridges intended for long term archiving shall be stored in room conditions of 73 Degrees F +/-9 (23 Degrees C +/- 5) at 50% +/- 10% Relative Humidity."

```
*****< NOTE >*****
*
* INFORMATION IN THIS DOCUMENT REPRESENTS OPERATIONAL EXPERIENCES AND *
* SUGGESTIONS BY COMPAQ OR PARTNER EMPLOYEES. COMPAQ SHALL NOT BE *
* RESPONSIBLE FOR ANY ERRORS OR OMISSIONS CONTAINED IN THIS DOCUMENT, *
* AND RESERVES THE RIGHT TO MAKE CHANGES TO IT WITHOUT NOTICE. *
*
*****
```

```
<>UPDATE /TEXT_UPDATE/UNIQUE_IDENTIFIER="009D3188-4709A260-1C02A1"-
/TITLE="[TD 2598-CR] Acclimate DLT Tapes to the Environment Before Using - BLITZ"-
/BADGE=(AUTHOR="999997",ENTER="120742",MODIFY="",-
EDITORIAL_REVIEW="120742",TECHNICAL_REVIEW="999997")-
/NAME=(AUTHOR="CHRIS REED",ENTER="ANGELA THOMAS",-
MODIFY="",EDITORIAL_REVIEW="ANGELA THOMAS",TECHNICAL_REVIEW="CHRIS REED")-
/DATE=(AUTHOR="1-FEB-1999",ENTER="1-FEB-1999",-
EXPIRE="1-FEB-2001",FLASH="1-FEB-1999 16:27:52.07",MODIFY="17-NOV-1858",-
EDITORIAL_REVIEW="1-FEB-1999",TECHNICAL_REVIEW="1-FEB-1999")-
/GEOGRAPHY="USA"/SITE="EIRS"/OWNER="TIM-BLITZ"-
/FLAGS=(USA_CUSTOMER_READABLE,NOPOST_MESSAGE_DISPLAY,LOCAL,-
EUR_CUSTOMER_READABLE,GIA_CUSTOMER_READABLE,NOINIT_MESSAGE_DISPLAY,-
EDITORIAL_REVIEWED,FIELD_READABLE,FLASH,TECHNICAL_REVIEWED,READY)
```