



TECHNICAL BULLETIN

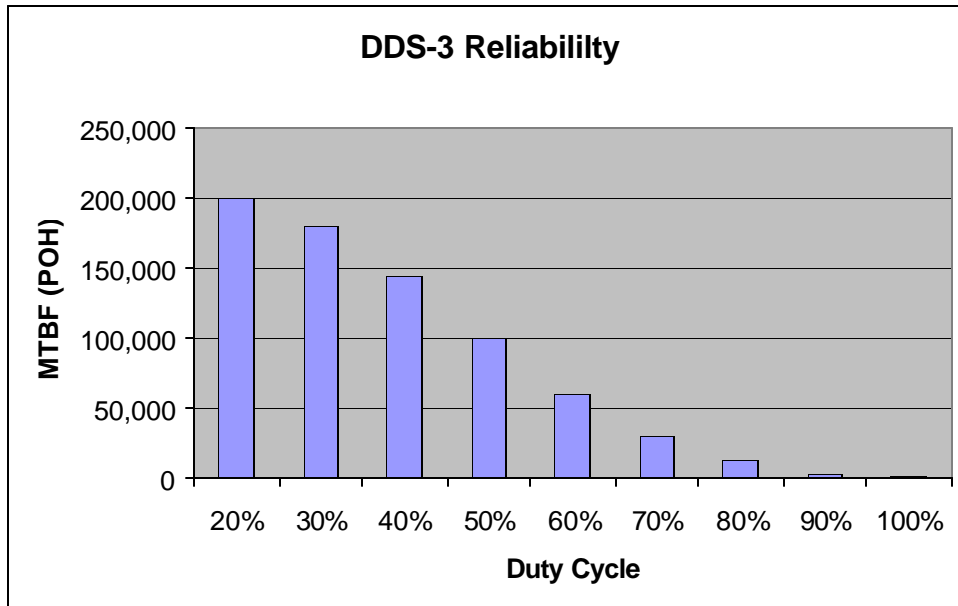
Date: Monday, July 02, 2001

Subject: Intellex DAT Drives Reliability

Technical Bulletin No. TB_070201

Several customers have been experiencing a higher than expected DAT drive failure rate. This is due to one of three reasons.

1. Installing a tape in backwards will result in a mechanical DAT drive failure. Unfortunately due to the shape and size of the tape, it is very easy to install backwards.
2. Insufficient cleaning. Not cleaning the tape at or before 24 hours worth of DAT drive use.
3. Using the DAT drives continuously; including leaving a tape in the DAT drive, will result in a dramatic reduction of MTBF. See reliability charts and assumptions below for our factory installed Sony DDS-3 and DDS-4 DAT drives.

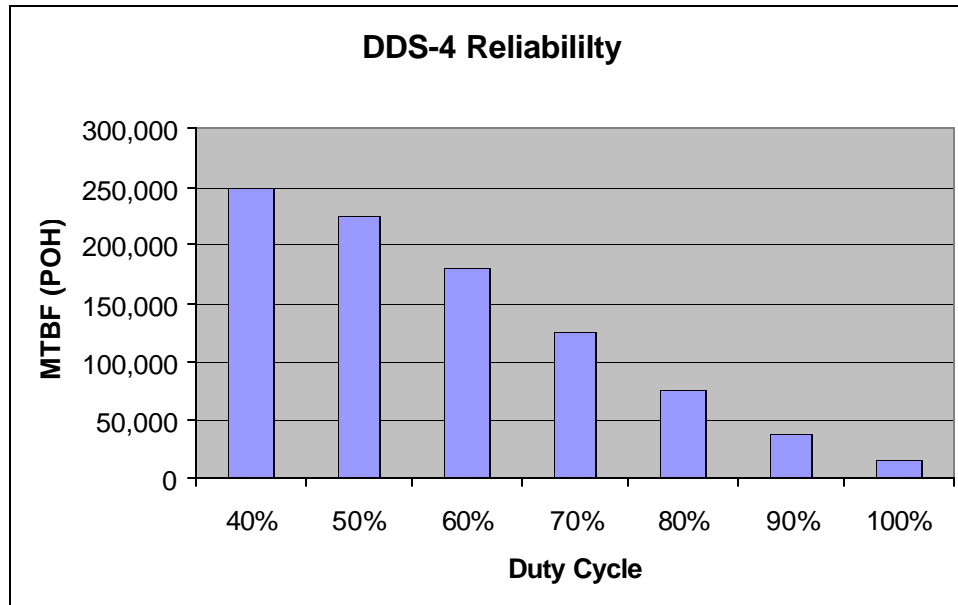


DDS-3 DAT drives are installed on all Intellex 1.X systems.

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DDS-4 DAT drives are installed on all Intellex 2.X systems.

Reliability data is based upon the following assumptions:

Used in a 'Clean' environment, that is 'Computer Room' clean.

The DAT drive is cleaned per requirements, or better.

The DAT cleaning tape is replaced per requirements, or better.

These reliability ratings are based on using 'New' tapes (there is no way to estimate the effect of tape usage and wear will have on this, but it will be negative).

As long as a tape is 'in' the drive, it is counted as part of the duty cycle (the tape is in contact with the head, and the dust protective door is open).

Suggestions for increasing reliability of DAT drive:

1. Training, training and more training. It only takes one backwards tape to damage a DAT drive.
2. Daily DAT drive cleaning.
3. Do not use the DAT drive more then 50% of the time in any given day.
4. Remove tape from the DAT drive when not in use. Do not achieve continuously.

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