



TechFlash Bulletin

ECLIPSE DATA TECHNOLOGIES

To: Warranty & Support Agreement Customers
Date: June 24, 2005
Subject: Plextor 712 & 716 - Corrupt DVD Copy Problem
Author: Eclipse Customer Support

Immediate action required if you are using the Plextor 712 or 716 with ImageCopy

SUMMARY:

Eclipse has identified a severe read problem with the Plextor 712 & 716 CD/DVD drive when used with ImageCopy resulting in a corrupt copy.

APPLIES TO:

- ImageCopy version 4.0 with Plextor PX-712 & PX-716 (all models, all firmware versions)
- ImageCopy Version 4.1 Beta with Plextor PX-712 or PX-716 (all models, all firmware versions)

DESCRIPTION:

Corrupt copies can result from using the Plextor 712 & 716 as an ImageCopy source drive when copying from certain DVD+/-R discs. The specific disc conditions that trigger the problem have not yet been isolated. Because all problem drives return the same erroneous data consistently, corrupt copies go undetected by verify-after-copy and ImageIntegrity. Replica verification will NOT detect a problem unless compared to the original source disc on a non-Plextor 712/716 drive. HDD to replica verifies will not see the problem since the copy is corrupt.

WORKAROUND:

Do not use the Plextor 712 & 716 drive as the input source to make copies of DVD+/-R discs. Use other Eclipse recommended DVD readers as an ImageCopy source drive.

Preliminary results indicate that with the problem discs:

- Toshiba SD-M1401 and SD-M1711 drives return unreadable sectors causing ImageCopy to fail
- Pioneer DVD-305 drives read the problem discs accurately

Eclipse is working with Plextor to better identify the conditions that trigger this problem. We will have a new Beta version of software available soon that will identify and fail the job when the problem is triggered to prevent corrupt copies from going undetected by verify-after-copy and ImageIntegrity.

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