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# Customer Bulletin

**Product Model Name: D-Series/Enterprise D**  
**Date: May 2005**  
**Reference ECO No: N/A**

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## Reason for Bulletin

Customers utilizing DVD-R media and sending data to an SW9573 and an SW9571 drive in the same library using packet or incremental writing should review this bulletin. Customers writing Disc at Once (DAO) or utilizing DVD-Ram media are not affected by this bulletin.

## Description of Issue

Incremental and packet writing is defined as transferring data to a piece of media 'X' amount at a time. Customers writing data between an SW9571 and an SW9573 drive are limited by the number of write interchanges between the drive models. Contact the software vendor to confirm the writing method utilized and their recommendations.

## Solution

When replacing drives, do not mix drive models in a library. Replace drives with drives of the same model only.

## ISV Impact

Confirm mixed drive support via the software support page at:  
<http://www.plasmon.com/softwareguide/index.html>

**Contact Information for Technical Questions:**

**Americas and Asia Pacific**

Plasmon Technical Support Team  
United States Calls: 1-877-585-6793  
International Calls: 1-719-593-4437  
Fax: 1-719-593-4192  
Email: [tech.support@plasmon.com](mailto:tech.support@plasmon.com)  
Internet: [www.plasmon.com](http://www.plasmon.com)

**Europe, Africa, and Middle East**

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