

Customer Bulletin

Product Model Name: UDO Media
Date: August 2006
Reference ECO No: N/A

Reason for Bulletin

This bulletin provides Plasmon recommendations for cleaning UDO Media.

When to Clean UDO Media

UDO media should not be cleaned on a periodic basis. Improper cleaning methods may harm UDO media.

When UDO media requires cleaning, there are two types of errors that may serve as an indicator.

- Write Error (spares full during write) – This is almost always an RW media rather than a WORM media problem, because RW gets written over multiple times and spares accumulate. This can be avoided by monitoring the spares count. The UDO drive returns a Recovered Error sense key with ASC/ASCQ code set to 0x0C/0x01 when there are 2000, 1000, and 500 spares remaining. These recovered errors are good points to schedule media cleaning. There are 36,000 spares per media side. If desired, the remaining spares count can be read from the drive by the host, and higher spares thresholds can be set at the host level.
- Read Error – This error indicates a cleaning is required, so it is not a preventive indicator. Early indications of a read error are read retries, which can be read from the drive. A threshold count of read retries can be monitored to schedule cleaning. When cleaning is performed, the drive logs must be cleared so media is not continually flagged for cleaning.

Other Error Indicators

Some UDO write errors indicate cleaning is needed on the drive, rather than on the media. Prior to writing to a disk, the drive performs an Optical Power Calibration (OPC) to adjust laser power. If this operation fails, a "Write Calibration Error" (04-40-9D) is returned. This can mean that the laser is degraded. In many cases this is caused by contamination of the UDO drive objective lens.

Please refer to Customer Bulletin UDOCB004 B, located on the Plasmon web site for cleaning of the objective lens. <http://www.plasmontech.com/customer/bulletindrives.html>

Cleaning Methods

Plasmon recommends, in order of preference, the following cleaning methods.

- Open the sliding door on one side of the media cartridge and blow clean dry air across the disk. Repeat on the opposite side of the cartridge. Canned or bottled air for cleaning dust is readily available. When the sliding door is open the disk is exposed to additional contaminants from dust and fingerprints. Plasmon recommends that personnel cleaning media wear latex gloves.
- Use the Pro-Disk UDO media semi-automatic cleaner available from <http://www.prodiskinc.com>. Do not use any other cleaning fluid, except that provided by Pro-Disk.
- Use the RA5 UDO media manual cleaning system. This kit contains a cleaning fluid safe for use on all UDO media and re-useable cleaning cloths.

Refer to: <http://www.plasmon.com/media/mediaclean.html>

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