

Media Error Troubleshooting Guide

Media errors often disappear when new media is used, however this does not always mean that the media is faulty. Please check the following points to eliminate other possible causes.

Retension the Tape.

It is essential to regularly retension the media. Failure to do so can lead to apparent media faults. Please refer to your backup software user manual for details on how to perform a media retension.

It is recommended that new media be retensioned prior to its first use, then approximately once each week.

Be sure to retension the media if it has been dropped or the environment has changed. In some cases, it may be necessary to retension a tape several times.

Note: When using Travan, QIC or QTR cartridges in particular, these retension guidelines must be followed for reliable performance.

Clean the Drive Heads.

After cleaning the tape drive heads be sure to use new media as the old media may be contaminated. Using contaminated media will in turn dirty the tape drive heads again.

Heads must be cleaned regularly to ensure reliable performance. If long periods go by without cleaning, foreign material will build up on the heads and a cleaning tape may no longer be effective. In this case the drive will require servicing.

Note: Please refer to your tape drive user manual for head cleaning instructions.

Erase the Tape.

Erasing the tape will delete ALL data on the tape. Some times data on the tape may become corrupt making the tape unreadable. In this case the tape may need to be erased and re formatted.

Note: Please refer to your backup software user manual for details on how to erase and format the tape.

Drive Alignment.

If you can read the tape on the drive that it was originally written, but can not read tapes written on other drives, then it is possible that one of the drives is out of alignment. Please have the drives checked by a service centre.

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