

# Product Alert 10

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**Product:** StorNext® 2.5 Build 63 and prior, 2.6 build 37 and prior

**Summary:** Possible data loss due to a hardware error or user intervention when a new tape is formatted and an active tape is in the drive

**Date:** June 2006

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**Problem:** Data loss is possible in StorNext versions prior to 2.5 build 63 and 2.6 build 37 when a new tape is formatted and an active tape is in the drive.

**When This Problem Occurs:** The problem occurs when the tape being formatted is not the tape in the mount request. Events leading to this situation include extreme library failures in which erroneous successful command statuses are returned to clients as well as human error (such as mounting an incorrect tape) with vault drives.

**Solution:** This problem has been fixed in the indicated StorNext releases as well as all releases after 2.6 build 37. Tape labels are now verified prior to writing a new label, and if an active volume is found in the drive, the labeling is aborted.

**Recommendation:** ADIC recommends upgrading to the most current version of StorNext (2.7.x).

For further assistance in this matter, contact ADIC Technical Assistance Center (ATAC).

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Outside the USA, toll free:	00.800.9999.3822
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