To: **All Eclipse Customers**

Date: **Aug. 3, 2005**

Subject: **Multi-Session (Multi-Border) DVD+/-R Masters**

Author: **Eclipse Customer Support**

Immediate action required if you receive DVD+/-R DVD-ROM masters.

SUMMARY:

Newly seen multi-session DVD+/-R masters are not recognized by current versions of EclipseSuite and older DVD-ROM drives. Processing multi-session masters through ImageCopy will result in missing data.

APPLIES TO:

-      EclipseSuite - all versions up to, and including, version 4.0.
- All older drives that are not Multi-Session/Multi-Border compliant.

DESCRIPTION:

Eclipse customers are beginning to see multi-session DVD+/-R masters being submitted as replication source discs. These discs are not suitable as replication masters since there is no equivalent DVD-ROM multi-session specification.

Older DVD drives that are not multi-session compliant will only see the first session of multi-session DVD discs. All versions of EclipseSuite, including version 4.0, do not check for multiple sessions so even if the drive can see all sessions ImageCopy will not correctly copy these discs.

Eclipse is developing a new rule for release in EclipseSuite version 4.1 that will identify and abort on DVD multi-session discs. It is unlikely that this rule will work with older drives, in which case all of your DVD read-in drives will need to be updated in order to block multi-session DVD masters.

RECOMMENDATED ACTION:

1. Do not accept multi-session DVD masters into your process.
2. Upgrade to EclipseSuite version 4.1 when available – target release date is end of August.
3. Replace or upgrade all DVD drives to multi-session compliant versions. (New drives may require firmware updates in order to be multi-session compliant)

Hint: Until EclipseSuite version 4.1 is released, if you have a multi-session compliant drive, your authoring software (Nero, Roxio, etc.) may have a Disc Information feature to help determine if a disc is multi-session. Conversely, if you have a multi-session sample disc, you could check your drive's ability to recognize such discs.

For additional information, please contact Eclipse Customer Support.

* A future TechFlash bulletin will be sent to Eclipse support and warranty customers announcing the availably of EclipseSuite version 4.1 for download.

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