Date: November 21, 2001

Subject: Missing CD-TextInformation

Product: Plextor UltraPlex 40max CD-ROM FirmwareVersion 1.13

Objective:

This *TechFlash Bulletin* is to notify warranty and support agreement customers that a bug has been identified with Plextor's firmware version 1.13 used on the UltraPlex 40max CD-ROM reader. The problem is an intermittent read problem associated with reading CD-Text data on the above configured reader.

Detail:

Eclipse support has confirmed customer reports of problems associated with reading CD-Text data from the above configured drive with ImageAnalysis, ImageCopy and ImageVerify software.

◆ Problem definition:
  ◆ CD-Text data is not identified.
  ◆ ImageCopy may fail to copy CD-Text data using firmware version 1.13.
  ◆ The Eclipse software Analysis and Info tabs do not report any information or reference to CD-Text data.
◆ The problem is isolated to the Plextor UltraPlex 40max CD-ROM reader with firmware version 1.13 installed.
◆ The above configured reader is unable to read CD-Text data reliably, verified by reading several CD-Text masters on the same drive repeatedly.
◆ The same Plextor UltraPlex 40max CD-ROM reader with firmware version 1.12 installed read the same CD-Text masters without error.
◆ Eclipse customers have performed similar tests at their facilities with similar findings.
◆ The problem has been reported to Plextor.
◆ Additionally, Eclipse tested firmware versions 1.04 and 1.05 and they did not demonstrate the problem.

Please consult the Plextor web site servicing your region for firmware download information.

Summary:

Eclipse recommends that customers use firmware version 1.12 when reading CD-Text CDs on Plextor UltraPlex 40max CD-ROM readers.

If you have any questions, please email support@eclipsedata.com or phone (925) 598-0300 for assistance.

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