Why do I get a "SCSI: Unable to open SCSI Device. In use by another process" error message?

Versions Affected: *EclipseSuite V2.0* applications running Windows 2000 and Windows XP. This problems only occurs when the user account does not have administrator privileges.

Issues: EclipseSuite applications abort with the error "Unable to open SCSI Device. In use by another process." This error is displayed below.

Problem Description: When logged in using an account that does not have administrator privileges, the Eclipse applications abort immediately after starting a job. This problem does not affect tape or file operations. The problem does not affect users with administrator privileges.

Solution: This problem only exists when the current user does not have administrator privileges. In addition, this problem only occurs when the operating system has assigned the device a drive letter. At this point, there are two possible workarounds when using EclipseSuite Version 2.0:

◆ **Workaround 1:** Assign all users administrator privileges.
◆ **Workaround 2:** Remove the drive letter assignment. This option will limit the functionality of certain plug-in's that require drive letter access. If you use plug-in's, we recommend using workaround 1.

This can be done using the Computer Management administrative tool. This utility can be found by selecting Control Panel | Administrative Tools | Computer Management. In order to use this application you must have administrator rights. Select the Storage | Disk Management to get to the disk manager service. Right Click the CDRom device with the drive letter and Choose "Change Drive Letter and Path" option. Select the drive letter designator and choose "Remove". Repeat this for all CDRom, including DVD's, that have drive letters assigned.