

What Should I do if the Tape is Stuck in the DAT Tape Drive

For a DAT tape drive, the time between pressing the eject button and cartridge ejection may be several seconds. Do not power down the external drive or the internal drive host computer during this time. Depending on whether the drive is Python, Peregrine, or Scorpion determines the method used for manual tape ejection.

To force a manual ejection of a DAT tape in a Python tape drive (drive having 2.xx, 3.xx or, 4.xx firmware), turn off power to the drive, press and hold the eject button while reapplying power to the drive. If initial try does not work, remove the interface cable and try again. If this does not correct the problem, the drive will need to be repaired or replaced. Call Seagate Customer Service.

For the Peregrine and Scorpion tape drives, first try the procedure outlined above for the Python drives. If this fails to eject the tape, you can try the procedure below.

Peregrine and Scorpion tape drives (firmware levels of .5,-xx,. 6xxx or 7xxx) have a physical mechanism to allow cartridge unloading by hand. The following steps outline the procedure*

If you are not comfortable with this procedure or do not understand any part of it, please consult a professional computer technician.

NOTE. The procedure is basically the same for all three form factors, only the physical housings are different. You will need a small, precision screwdriver.

1. Disconnect power to the computer and external tape drive. Disconnect the SCSI connection from the tape drive.
2. Remove the power connection. For internal models, disconnect the power connection from the host computer. For the external model, remove the power cord from the drive.
3. Remove the internal drive from the computer.

For the 3.5" form factor drive, remove the top cover by removing the two screws at the top edge near the rear of the unit (one on each side).

Retain the screws. Then remove the front bezel by pulling out on the top of the bezel at the indentation.

For the 5.25" form factor drive, remove the mounting rails by removing the four screws near the lower edge of the unit (two on each side) that are accessed through holes in the side of each rail. Next remove the top cover of the drive unit by removing the two screws at the top edge near the rear of the unit (one on each side). Retain the screws. Now remove the front bezel by pulling out on the top of the bezel at the indentation.

For the external drive, turn the unit upside down and remove the four screws (two screws on each side) that attach the external cover to the drive chassis. Remove the exterior cover and retain the screws. On the drive unit inside the chassis, remove the top cover by removing the two screws at the top edge near the rear of the unit (one on each side).

4. Insert a small (precision) screwdriver in the hole on the right side of the drive near the rear. (noted by letter "C" on the diagram) Now turn the mode motor shaft clockwise.

Do NOT turn the mode motor shaft counterclockwise. Turning the shaft counterclockwise might damage

the mode gear.

5. Continue turning the mode motor shaft. This may take several minutes. As you turn the shaft clockwise, you can see the cartridge slowly rise. The metal track slowly moves forward, (see figure below, letter "A") changing the cartridge position, as you continue turning the shaft clockwise. Continue turning the shaft until the cartridge rises, and then protrudes from the slot and "clicks" free. Remove the cartridge.

FRONT OF DRIVE

VIREM REMDVED)

6. Replace the top cover on the drive and secure it with the two screws that you removed.

7. For internal models, replace the front bezel (internal models) by angling the two plastic feet at the bottom of the bezel in, and aligning them with the two holes on the bottom of the unit. Now snap the top of the bezel into place. For the 5.25" form factor model, reattach the rails, using the screws that you removed. For the external model, reassemble the exterior cover.

8. Reinstall the internal models in the computer and complete all connections. Reconnect the external model to the computer.