

Tape stuck in the DLT drive of the 35020-x14

One common reason that a tape will get stuck in the DLT tape drive inside the 3502-x14 is that the autoloader cannot determine where the cartridge belongs. When an 'unload tape' command has been issued, the autoloader will attempt to unload a cartridge from the DLT drive to a slot in the magazine that has a metal tab engaged. The autoloader will place the cartridge into a magazine slot that has a metal tab sticking up. If no slots have a metal tab engaged, the autoloader will not be able to unload the cartridge.

If a tape is stuck in the DLT drive of a 3502-x14, you should do the following:

1. Remove all cartridges from the magazine(s). There should be no metal tabs engaged (see figure 1)
2. Engage a metal tab in one empty slot on the magazine. (figure 2)
3. Power cycle the autoloader.
4. If the homeless tape is not automatically placed into the slot that had the metal tab engaged (figure 3), use the control panel to have the autoloader unload the cartridge from the drive.



Figure 1: The 3502-x14 Magazine with no populated slot and no metal tabs engaged.

The only time that the magazine should have no metal tabs engaged is if there are no tapes in any of the magazine slots or DLT drives.



Figure 2: How to manually engage or disengage a metal tab.

To engage: Slide the black lever towards the back of the slot. The metal tab should engage and lock into place.

To disengage: Push the black lever towards the back of the slot and quickly release. The metal tab should disengage.

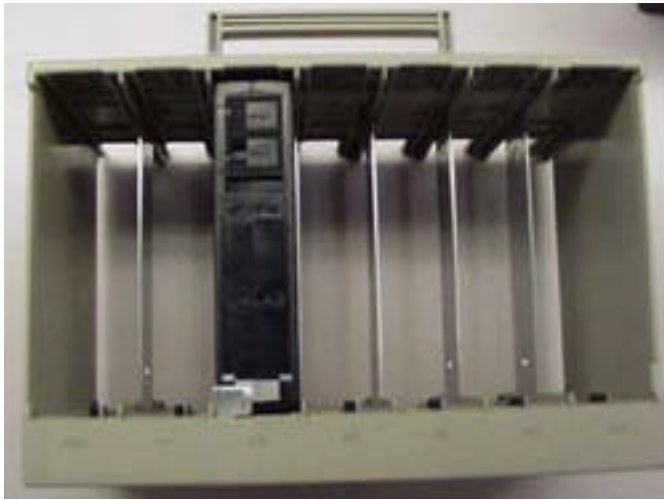


Figure 3: The 3502-x14 magazine 1 with one populated slot.

Notice that a silver metal tab is engaged in front of the cartridge. This tab tells the library that there cartridge in the slot. When the cartridge is loaded from the magazine into the DLT drive, metal tab will remain engaged. When the autoloader is instructed to unload a cartridge from the DLT drive, it will look for an unpopulated slot that an engaged metal tab. If it does not find an empty slot with an engaged metal tab, it will not be able to unload the tape.



Figure 4:
The 3502-R14 with both magazines installed. Behind the magazines are the autoloader arm and the tape drives.