



**To: All WaveFrame version 6.2x and 6.5x Customers**

**RE: WaveFrame Software Recommendation and Warnings**

**Date: November 23, 1999**

Dear WaveFrame Customer,

We have recently discovered two problems we felt were important enough to notify all customers about. Please read carefully and feel free to contact Customer Support with any further questions or feedback.

- 1) **For all 6.2x and 6.5x customers:** It has been determined that performing a **Save** in Edit while playing tracks on removable drives may corrupt tracks or a reel. Because of limited SCSI bandwidth, the system cannot always properly save edit changes while playing many tracks on a removable drive. **Please only perform a Save (using File..Save or the F11 key) while the transport is stopped.** We plan on disallowing this operation permanently very soon in version 6.52.
- 2) **For only those customers using any version 6.50 or later:** Please do not use the new Quick Mount feature in Volume Manager. A couple intermittent bugs in this routine may cause track and edit changes to not appear on the system after a Quick Mount. Until we have addressed this problem in the next version (6.52), **refrain from using Quick Mount and only do a Full Mount.** This will guarantee the integrity of project data as it moves from system to system.

As soon as we have a software solution for these issues, we will notify you and offer an update to the release version. Thank you for your patience and understanding. We appreciate your continued commitment to the WaveFrame product.

Sincerely,

WaveFrame Customer Support

Phone: 760-602-WF65 (David Hart) or 510-654-8300 (Advanced Systems Group)  
Email: [hartframe@aol.com](mailto:hartframe@aol.com) or [steve@asgllc.com](mailto:steve@asgllc.com)