



Seagate Firmware Bulletin

To: All WaveFrame Dealers

RE: Seagate Firmware Problem

Date: January 26, 1999

Dear WaveFrame Dealer,

We have learned that Seagate recently upgraded firmware on two SCSI drives. Our testing has determined that it is not compatible with the WaveFrame system. The two models affected are:

ST39173N – 9 GB
ST34573N – 4.5 GB

The firmware version that IS NOT compatible with our system is # 6244.

When ordering the above mentioned drives for your customers' WaveFrame systems, please request firmware version # 5958. This version IS compatible and required for our system to operate properly. **Please note that only these two drives are affected.**

In addition, if you have any of these drives in stock that need the correct firmware, please contact Steve Smulian at Advanced Systems Group, 510-654-8300 or David Hart at 760-598-9362. They can assist you in making this change.

We are working with Seagate to resolve the issues with the current shipping firmware and expect we will have a patch to either their firmware or our software at some point.

Please pass this important information along to your WaveFrame customers. Thank you for your continued commitment to the WaveFrame product.

Sincerely,

WaveFrame Customer Support