

**Scope:**

All BioArchive® Systems with *Windows XP* Operating System

**Background:**

In BioArchive® SMS software versions 4.0.7 or 4.0.10 with *Windows XP* Operating System, a condition exists where on multiple use of the same CD-R for backup, it will indicate that the “Data Backup completed successfully” when actually it did not backup at all. This occurs if the data that is being backed up exceeds the available free space on the CD-R. For example, if the backup CD-R has only 25MB available space and the data is 100MB, there will be no indication that the backup failed due to not enough space. An error message is displayed, however, when there is no CD-R in the drive, the CD-R is not writeable, the CD-R is full, the backup folder does not exist, or there is no communication.

The cause of the condition has been identified. In our next BioArchive® software update, an error message will appear when the backup failed due to insufficient available space on the CD-R.

**Procedure:**

Attached is Chapter 11 - Maintenance Section from the latest BioArchive® System Operator and Maintenance Manual. Page 11-2 is advising the operator to check for at least 100MB of free space on the CD-R prior to backup. Due to the relatively low cost of a CD-R, it would be good practice to replace the CD-R with a fresh CD-R on a daily basis and also verify for proper operation by performing a manual backup. Attached are pages 10-6 and 10-7 that discuss how to perform a manual backup.

**Contact Information:**

If you have any questions, contact THERMOGENESIS CORP. Technical Service at 800-783-8357 (U.S. and Canada) or 916-858-5100 (non-U.S./Canada), or fax to 916-858-5199, or email at [support@thermogenesis.com](mailto:support@thermogenesis.com) for assistance.