

Customer Information Bulletin



CIB# 00117 Rev A
Date: 3/22/2019

Subject: sPro 60,140 and 230 / ProX SLS 6100 & 500

Recommended minimum hard drive space to begin a build

Issue:

There is a possibility that the Printer Applications like Sinter and other services may hang up if there is not enough hard drive space for it to create temp files or log files when the printer is printing.

Solution:

To avoid Sinter hanging up, users need to check/verify that they have the recommended minimum (free) space on their hard drive.

Recommended minimum free space:

| Printer | Minimum Free Space |
|----------------------|--------------------|
| ProX SLS 6100 | 10GB |
| ProX SLS 500 | 5GB |
| sPro 60, 140 and 230 | 5GB |

Options to free up space:

sPro 60, sPro 140 and 230, ProX SLS 500

- Depending on your data retention policy please consider moving OR deleting the Build and Log files older then the date defined retention period. This files can be located in:
 - C:\dtm\3DLog\Build – Extension .3DL
 - C:\dtm\3DLog\ManualOps – Extension .3DL
 - C:\dtm\build – Extension .BPZ, .BPF

ProX SLS 6100 Only

- Depending on your data retention policy please consider moving OR deleting the Build and Log files older then the date defined retention period. This files can be located in
 - C:\dtm\3DLog\Build – Extension .3DL
 - C:\dtm\3DLog\ManualOps – Extension .3DL
 - Delete Build Jobs using 3D Sprint – Delete Job functionality.
- Ensure that you have 232GB of **Total** disk space, If total space is not available, please contact field service so they can perform the following procedure:
 - 76-D040_ProX_SLS_6100_Extending_Hard_Drive_Capacity_TIB_Rev_A