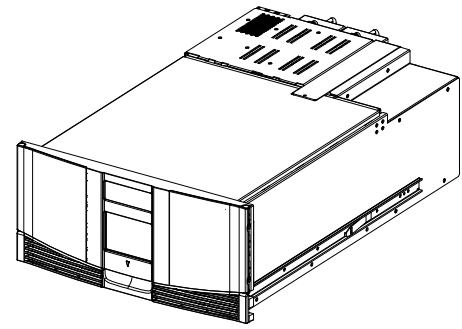


Spare Chassis

Remove & Replace Instructions



Overview & Notes

IMPORTANT: Overland Storage requires that all NEO Series parts be removed and replaced by an Overland Storage authorized service provider. Improper installation may result in damage which voids existing warranties.

This document describes how to remove and replace the chassis of a NEO 2000E library from Overland Storage.

WARNING: The GUI touch screen does not completely shut off NEO Series system power. To reduce the risk of electric shock or damage, unplug the power cord.

Unpacking the Spare

Carefully unpack and verify that you have all the parts:

- NEO 2000E chassis
- One M3x6mm flathead Phillips screw
- Four M4x8mm flathead Phillips screws
- These instructions

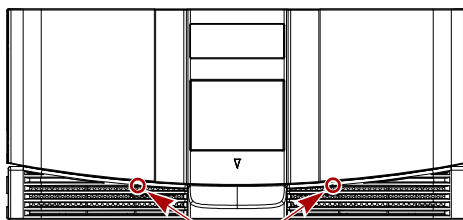
Electrostatic Discharge Information

A discharge of static electricity can damage micro-circuitry or static-sensitive devices. To help prevent Electrostatic Discharge (ESD), observe standard ESD precautions.

Prepare the Library

1. If the **library** is operational:
 - a. Exit the **application software** and, if necessary, stop the software services.
 - b. Using the GUI (or the application software), remove any **cartridges** from the drives to prevent damage.
 - c. Use the GUI to remove **all** the magazines.

IMPORTANT: If the library is **non-operational**, the doors can be manually opened by pushing a stiff wire against the mechanical releases behind the front panel (Figure 1). Then skip to Step 4.



Manual Release

Figure 1. Manual Door Release Locations

2. For a Master module, if possible, print the first few pages of the **Trace Log** (up to the Factory area) to capture the current settings.
To access the log, launch **WebTLC** and click **History > Display Trace**.

3. **Power off** the library:
 - a. At the **GUI**, press **Power > OK** (at Confirm).
 - b. Turn the **power supply** switch to OFF (O).
 - c. Remove the **power cord**.
4. Remove all **external cables**.
For SCSI drives, leave the terminators attached to the drive housings.
5. If XpressChannel is installed, release it by loosening the **two captive screws** on the back side and, for a Master unit, unplugging the **DB-15 cable**.
6. Remove the **drive assemblies**:
 - a. Loosen the captive **thumbscrews** at the top and bottom of the drive assembly.
 - b. Fully supporting the assembly, pull the handle to remove the **drive assembly**.
 - c. Place each drive assembly on an **ESD surface** on its side as not to bend the tabs.

WARNING: It is recommended that a mechanical lifter (or at least two people) be used during rack installation or removal to prevent injury.

7. Using a mechanical lifter (or two people), remove the **unit** from the rack and place on a secure ESD surface.
8. Unpack the **new chassis** and place it next to the old chassis on the ESD surface.

Exchange the Chassis

Move XpressChannel Cover Plate

If the old library uses the XpressChannel feature in a Multi-Module system, follow this procedure to move the XpressChannel cover plate from the new chassis to the old unit (Figure 2):

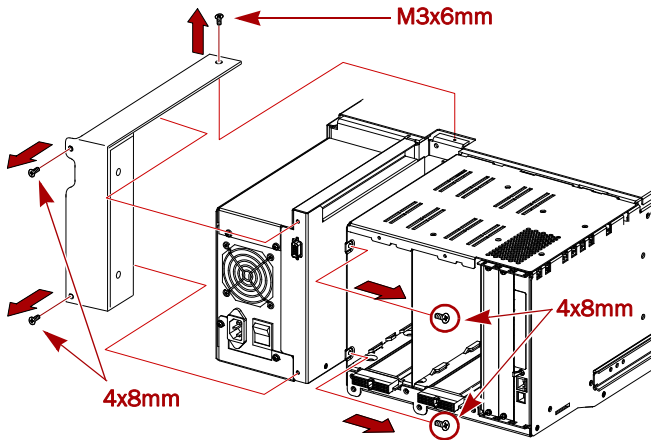


Figure 2. Removing the XpressChannel Cover

1. On the **new** unit, remove and discard the **two screws** (located inside drive bay #2) that secure the cover plate.
2. Remove and discard the **top cover screw**.
3. Remove and discard the **two screws** outside (next the power supply) that hold the cover.
4. Move the XpressChannel **cover plate** from the new chassis to the **old** chassis.
5. Install a **new M3x6mm** flathead screw in the top hole.
6. Install **two new M4x8mm** flathead screws inside drive bay #2.
7. Install **two new M4x8mm** flathead screws on the outside (next the power supply), securing the cover.

Reinstall the Library

1. Using a mechanical lifter (or two people), reinstall the **library** into the rack.

2. If removed, reinstall the **drive assemblies**:
 - a. While fully supporting the **assembly**, line it up with the open bay and slowly push it into the bay until it seats firmly against the backplane.
 - b. Tighten the two captive **thumbscrews**.
3. Reconnect all **external cables**.

For SCSI systems, verify the **terminators** are still attached to the drive housings.
4. If used, reconnect the **XpressChannel** and, for a Master unit, plug in the **DB-15 cable**.
5. Manually open the doors and reinstall the **magazines**.

Power On the Library

1. Plug in the **power cord**.
2. Turn the power supply **switch** to ON (I).
3. Press the **GUI touchscreen** to power on the module.

Configure the Library

NOTE: For more details, refer to your user guide.

1. Depending on the type of library module, do one of the following:
 - For a **Master/Standalone** module, at the GUI, press **Menu > Network** to set the IP address of the library to allow access to WebTLC.

To obtain the static IP address used, use the Trace log or contact your network administrator.
 - For a **Slave** module, use the GUI to change it to Slave mode, and reboot.
2. Using the default Administrator password (“2”), log on to **WebTLC**.
3. Using the printed partial **Trace Log**, reconfigure the library to match its previous configuration.
4. Change the Administrator **password**.
5. If necessary, re-enter any **feature key codes**.

Return Old Chassis

Using the replacement part box and packing, return the **old chassis** to Overland Storage.

Additional Help

You can get additional technical support on the Internet at <http://support.overlandstorage.com>, or call 1-877-654-3429 (toll-free U.S. & Canada), +44 (0) 118-9898050 (Europe), or +1 (858) 571-5555 Option 5 (International).