Spare Library Controller Card Instructions

This document describes how to remove and replace a Library Controller card in a NEO 8000e tape library.

NOTE: While the card may have SCSI connectors on its faceplate, these are non-functional and should not be used.

⚠️ WARNING: To reduce the risk of electric shock or damage to equipment, always remove any power cords while working with the unit.

⚠️ AVERTISSEMENT: Pour réduire le risque de choc électrique ou endommagement de l'équipement, retirez toujours les cordons électriques en travaillant avec l'appareil.

⚠️ CAUTION: While working with the unit, observe standard Electrostatic Discharge (ESD) precautions to prevent damage to micro-circuitry or static-sensitive devices.
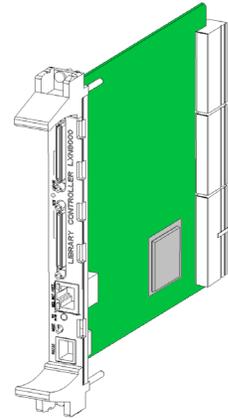
Replace the Controller Card

Power Down the Library

1. At the front panel touchscreen, press **Power** to turn the library OFF.

   The shuttle/track assembly moves to the library floor.

2. When the library has completed the shutdown process, at the rear, turn all the **circuit breakers** OFF (O).

3. Disconnect all **power cords.**

Press

Turn Circuit Breakers OFF

Controller

Disconnect Power Cords
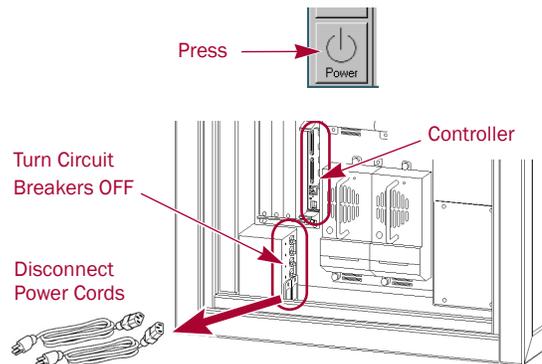
Switch Out the Controller Card

1. Loosen the top and bottom Phillips **retaining screws** on the Controller card.

2. Push the top and bottom ejector handles **apart**.

3. Slide the **old card** out of the bay and place on an ESD surface.

4. Using the card cage guide, insert the **new card** until resistance is felt.

5. Push the **ejectors** together until the card is seated.

6. Tighten the top and bottom **retaining screws**.

Loosen Screw

Press Up To Release

Remove

Press Down To Release

Loosen Screw
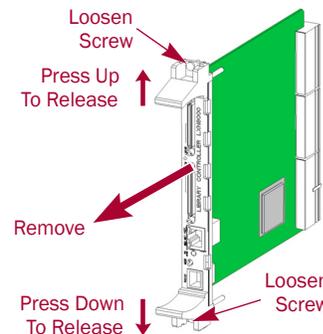
Restart the Library

1. Reattach the **power cords**.
2. Set the circuit breakers to **ON** (|).
3. Power the **library** ON.

   NOTE: During power up, a Fault Code 3031, Chassis S/N Mismatch, appears. This is normal and is only displayed the first time a new Library Controller card is activated.

4. Press the **Resume** button to clear Fault Code 3031.

   NOTE: At this time a Fault Code 0403, Drawer Configuration Error, appears stating that the media drawers are configured for a Slave library and must be upgraded. This is normal for a new card. The key code must be reentered (see Step 6).

5. Press the **Resume** button to clear Fault Code 0403.
6. When POST completes, press **Menu > Maintenance > Configure Capacity** and reenter the Capacity Code found on the label inside the left-hand door.

Controller

Turn Circuit Breakers ON

Reattach Cords
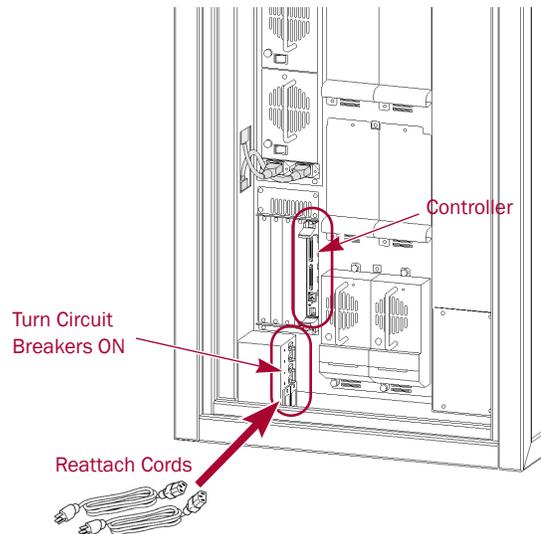
Recalibrate the Library

Whenever the Library Controller card is replaced, the library must be recalibrated using the eight Fiducial labels inside.

1. Remove **cartridges** around the Fiducial labels in the drawers.
   * First and last five (5) slots in rows **two** and **three** of **all active drawers**.
   * Also the first and last five slots in the **top** row of the **middle left** drawer.
   * All the cartridges from the **top** row of the **middle right** drawer.
2. Remove cartridges from the first and last five slots in the **Fixed Slots**.
3. Remove the **Mail Slot Magazine**.
4. To recalibrate the enabled drawers, press **Menu > Maintenance > Calibrate Robot**.

   NOTE: To speed up the recalibration process, deselect all non-enabled drawers.

5. When done, replace **all cartridges**.

All Drawers

Remove

Fiducial

Remove

Remove

Remove

Middle Left Drawer   Middle Right Drawer
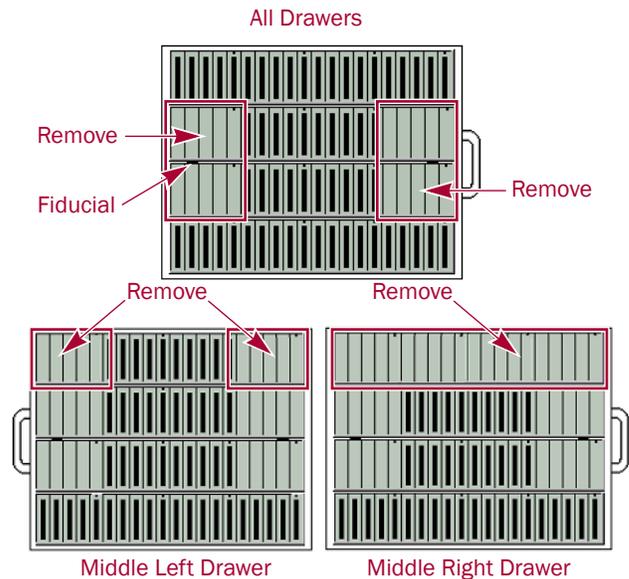
Learn Tape Drive Positions

To prevent the backup software from timing out, it is necessary to have the library learn the bays where all the tape drives are located.

1. At the front panel, press **Move Media**.
2. Move a tape to a drive:
   a. Select a tape in a slot as the **Source**.
   b. Select a tape drive as the **Destination**.
   c. Press **Execute Move**.
3. Reverse the process to **move the tape** back to its slot.
4. Repeat Steps 2–3 for the **remaining drives**.

You are now ready to put the library back online and enable the backup software to access it.
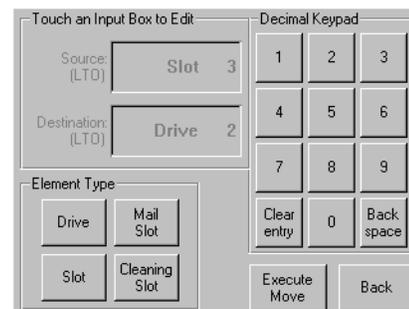
Return Old Part to Overland

1. Place the **old Library Controller card** in the anti-static bag and put it in the replacement part's box.

2. Use an **RMA** to return the part to **Overland Storage**.

   For return shipping details and RMA number, go to:
   http://docs.overlandstorage.com/return-instructions
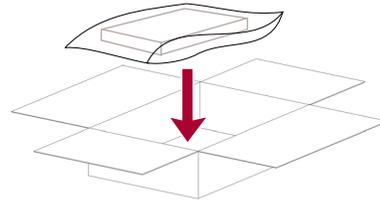
Additional Information

User Guide

For detailed information on setting up and configuring your NEO 8000e library, refer to the *NEO 8000e User Guide*. It is **available online** at:

http://support.overlandstorage.com/support/neo-series.htm

Follow the link on the right side of the page to access the user guide for your particular firmware version.

Warranty and Technical Support

For warranty and technical support information, see our Contact Us web page:

http://www.overlandstorage.com/company/contact-us/index.aspx

To search for more service information, visit our Expert Knowledge Base System:

http://support.overlandstorage.com/kb