Add-on/Spare Tape Drive Instructions

This document describes the following procedures for a NEO 200s/400s library from Overland Storage:

- Adding another tape drive to a library.
- Removing and replacing an existing tape drive.

Tape drives are hot-swappable.

SAS

FC

> ⚠ **CAUTION:** While working with the unit, observe standard Electrostatic Discharge (ESD) precautions to prevent damage to micro-circuitry or static-sensitive devices.
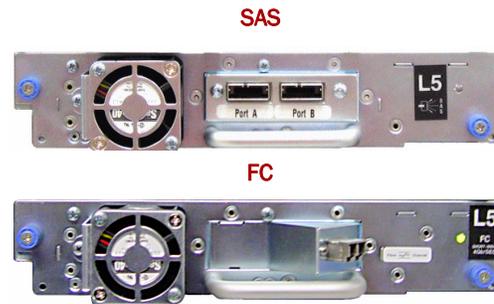
Register the Add-on Drives

> *NOTE: If you are only replacing an existing drive, skip to the next section, "Prepare the Unit."*

When **installing** tape drives to your new library, you must register them to activate their warranty. This is normally done at the same time as you register your new library. Technical and warranty support are **not available** until this is done:

1. Go to the **Overland Storage** website (http://www.overlandstorage.com/).
2. Select **Service & Support > My Products**.
3. At the Site Login, enter your **e-mail address** and **password**, and click **GO**.
4. Click the **Manage Products** button.
5. From the Product Selector drop-down list, select the **unit** in which you are installing the extra drives.
6. Click **Add a Component**.
7. Enter the **drive information**.
8. For each **additional drive**, click **Save & Add Another**, then repeat Step 7.
9. When ALL disk drives are registered, click **Save & Exit**.

> ➡ **IMPORTANT:** Your warranty certificate will be emailed to you. Follow the instructions included in the email to complete the registration process.

E-mail: **Enter**
Password: **Enter**
☐ Remember Me
GO >
Forgot your password? New member?

MY PRODUCTS   MY SUPPORT REQUESTS   MY RMAS
Register New   Manage Products

Product Family: All Products Families
Products Found: 2   Register New Product
Product Selector: 10300210-005-NEO4000e, 1x LTO4 SA
Note: The All Product Families option does not display software products.

Product Site:
Product Family:
Products Found: 2
Product Selector:
Note: The All Product Families op

Prepare the Unit

Verify Library Firmware

To make sure you have the latest library firmware to support the new tape drives, compare the library version against the versions posted at http://docs.overlandstorage.com/neo.

1. Log on to the **Web User Interface**.
2. Go to **Monitor Library > Library Identity** to verify that you are running the **latest** version of library firmware.
3. If necessary, upgrade the firmware (**Service Library > Upgrade Firmware**).

Remove Cover for Add-on Drive

NOTE: If removing and replacing an existing tape drive, skip to the next step, "Prepare Old Drive."

1. If **adding** an additional drive to a library, determine the proper location.
   - 2U library – Use the top drive bay.
   - 4U library with no partitions – Use the first empty drive bay above the current installed drives.
   - 4U library using or creating partitions – Refer to the *NEO 200s/400s User Guide.*
2. Loosen the **blue captive thumbscrews** and remove the cover plate from the drive bay to be used.
3. Continue with "Insert New Drive in Library" below.

Prepare Old Drive

1. If necessary, unload the **tape cartridge** from the drive being removed.
   - Operator Control Panel: **Control > Move Cartridges**
   - Web User Interface: **Manage Library > Move Media**
2. Before removing the old drive, **power it down** so it can be removed:
   a. At the Operator Control Panel, press: **Service > Service > Drive Power**.
   b. Select the **drive being removed**.
   c. Press **OK**.
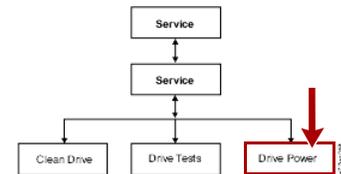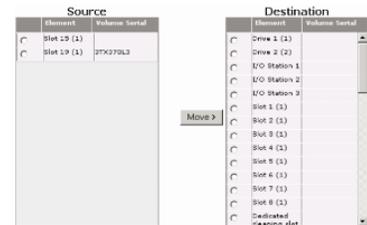
The drive can now be removed.

Remove Old Drive

NOTE: Fibre Channel and SAS drive sleds are hot-swappable and may be removed and installed while the library is still powered ON.

1. Remove the **host interface cable** (**2**) from the old drive.
2. Loosen both **blue captive thumbscrews** (**1**).
3. Pull straight back on the drive sled **handle** (**3**) to remove it from the library, supporting it with both hands.
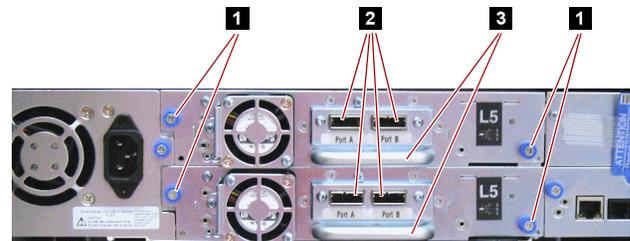
Install the Drive

Insert New Drive in Library

1. If working with the bottom drive bay, extend the **black pull-out tab** (**4**) located underneath the library and ensure the tab remains extended during installation.

2. While supporting the drive bottom, use the handle (**3**) to slowly insert the **new drive sled** into the drive bay until the sled seats itself against the back of the library.

   ⚠️ **CAUTION:** Damage to the connector pins may occur if this procedure is not followed.

3. Tighten the **thumbscrews** (**1**) to secure the drive.

4. Push the **black tab** back underneath the library.

5. Connect the **host interface cable** (**5**) to the drive port (**2**).

   NOTE: For SAS drives, always use Port A.
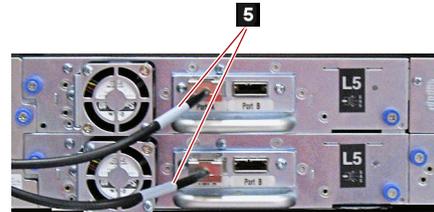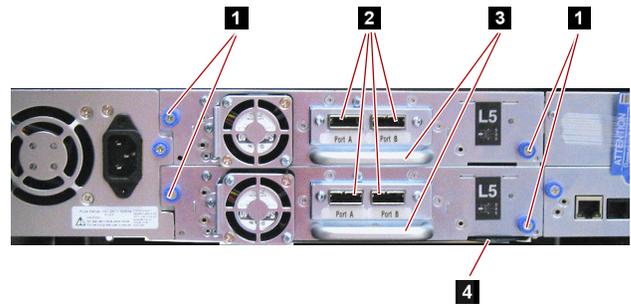
Verify the New Drive

1. If it is an FC drive, from the Web User Interface use **Configure Library: Drives** to configure the new FC drive.

2. From the Operator Control Panel, run the Library Verify test. (**Service > Library Verify**).

   The verify test requires the use of a **scratch (blank) cartridge**. Insert it using the Mail Slot.

3. Do **one** of the following:
   - If the test **passes**, remove the cartridge, press **Cancel** to exit, and resume normal operations.
   - If the test **fails**, contact Overland Technical Support.
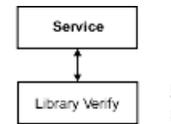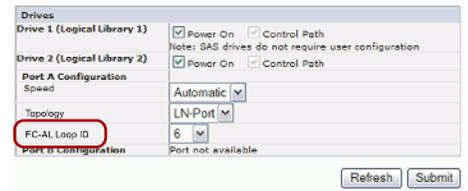
Return Old Part to Overland

If replacing an existing drive, for return shipping details and an RMA number, go to:

http://docs.overlandstorage.com/return-instructions

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

2. Use a return merchandise authorization (RMA) number to return the part to **Overland Storage**.
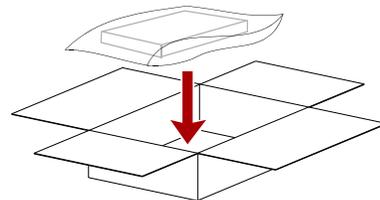
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