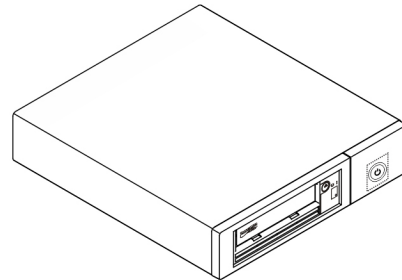# Tandberg Data/Overland Storage LTO External Tape Drive

This document describes how to setup and install an LTO external tape drive from Tandberg Data/Overland Storage.

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

NOTE: Before continuing, verify you are able to connect to the host SAS controller via an installed host bus adapter (HBA) and you have the correct cable (available separately) to attach the tape drive to the HBA.

Register to Activate Warranty

It is **essential** that you activate your warranty. Technical and warranty support are **not available** until that is done:

1. Go to http://www.overlandstorage.com/ and select **Service & Support > My Products**.
2. At the Site Login, enter your **e-mail address** and **password**, and click **GO**.
3. Click **Register New Product**.
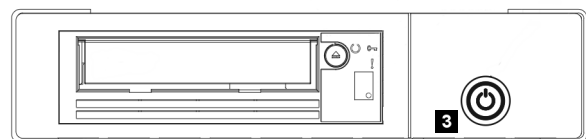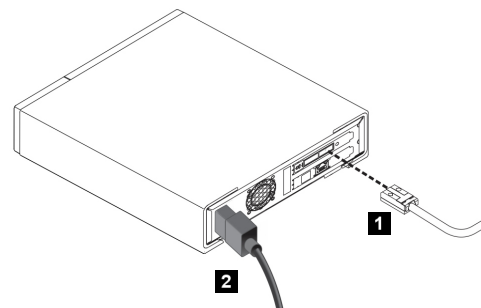4. Fill in the information (including serial number) and click **Submit**.

Your warranty certificate will be emailed to you. Follow the instructions included in the email to complete the process.

Connect Your Drive

To connect your new LTO External tape drive to your computer, follow these steps:

1. Plug your **SAS cable (1)** into the external tape drive and the other end into the server.
2. Connect the **power cord (2)** to the tape drive.
3. Press the **power button (3)** on the front panel to power ON the external tape drive. Power on the server.

Verify Firmware & Drivers

Check online for the latest versions for the firmware and drivers for the Tandberg Data/Overland Storage LTO External Tape Drive:

> http://docs.overlandstorage.com/neo

If needed, the tape drive diagnostic tool with instructions for use is also available at the same site.

Tandberg Data/Overland Storage also recommends upgrading your software application to ensure it works correctly with your tape drive.
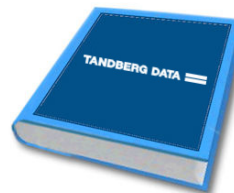
Ordering Media

Tandberg Data/Overland Storage LTO external tape drives utilize Ultrium LTO-7, LTO-6, LTO-5, and LTO-4 data cartridges, as well as LTO cleaning cartridges. Used in the design, test, and manufacture of your drive, Tandberg Data LTO media provides superior data availability. Contact your Tandberg Data/Overland Storage sales representative to place your order for the desired media types and quantities. For the most current information, refer to the Tandberg Data/Overland Storage price list.

Additional Information

User Guides

An electronic version of this Quick Start Guide is also available online at:

> http://docs.overlandstorage.com/neo

Warranty and Technical Support

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

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

For information on contacting Tandberg Data/Overland Technical Support, see our Contact Support web page:

> http://docs.overlandstorage.com/support

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

> http://support.overlandstorage.com/kb

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http://support.overlandstorage.com
Tandberg Data, Inc. is a wholly-owned subsidiary of Overland Storage, Inc. You can get additional technical support on the Internet at the **Overland Storage Support web page**, or by using the information found on the **Contact Us** page on our web site.

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