

NEO[®] Firmware Version 7.2.026 Release Announcement

September 2014

Preface

This Product Information Bulletin announces the release of the NEO 8000e Library firmware version 7.2 (7.2.026). The previous firmware release was version 7.2.025.

Models Affected

All current NEO 8000e models are affected, including all HP and IBM LTO-drive configurations.

Upgrade Considerations

Make sure that either all active jobs to the NEO 8000e (backup/recovery) are completed or on hold prior to performing the upgrade. The incorporation of this firmware release requires that the NEO 8000e be at Boot version 11.

Downgrades are Not Supported

Downgrades are not supported.

Changes and Enhancements in 7.2.026

Passthru Rotary Jam FSC 3400 and FSC 3503 – Fixed an issue to correct a false home position if the Horizontal Robotics Assembly (passthru) shuttle was left open due to a failed intermodule move.

Changes and Enhancements in 7.2.025

- **Host Command may not Complete and Report FSC 1001** – Fixed a condition where host commands may time out (FSC 1001) on a NEO 8000e under certain operating conditions.
- **The Library can go Offline to the Host** – Fixed an issue where under certain conditions a NEO 8000e medium changer reports a continuous NOT READY state.
- **Drawer Access Resulted in FSC A00A/A003 Fault** – Fixed an issue where certain drawer access operations may result in an FSC A00A fault and possibly an FSC A003 hard fault.
- **Library Posts FSC 301C Fault after Reboot** – Fixed an issue where drives with ejected media may not initialize after a library reboot.
- **Library Alerts** -Fixed library not reporting loss of redundant power supply to SNMP or SMTP (email).

- **Library Hang Conditions** - Fixed various library hang conditions where the front panel, host access, and robot access becomes unavailable.