

# NEO<sup>®</sup> Firmware Version 7.2.033 Release Announcement

December 2014

## Preface

This Product Information Bulletin announces the release of the NEO 8000e Library firmware version 7.2 (7.2.033). The previous General Availability firmware release was version 7.1.056.

## 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.

## NEO Firmware 7.2.033 Changes and Enhancements

- **Slave module hang** – Fixed an issue where in a multi-module configuration the slave module may hang when the master is rebooted from the Web Management Interface.
- **Front panel lock up** – Fixed an issue where the library front panel touchscreen may lock up when running a drive cycle diagnostic operation.
- **Bridging Drives** – Fixed an issue that may result in multiple bridge drives when the geometry changes in an unpartitioned library.
- **Recoverable SCSI Errors** – Fixed an issue that may result in random recoverable SCSI task errors (FCS 1001) occurring during virtual mailslot operations.
- **Front panel lock up** – Fixed an issue where the library front panel touchscreen may lock up when running an inventory operation.
- **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.
- **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.

## Known Issues

- **OEN-807, Library Posted Incorrect Drive Error Location Information To Front Panel** – If a drive activation fails, the drive location may be incorrectly reported.

## Downloads

The NEO firmware version 7.2.033 is available for download by supported NEO 8000e users with active software entitlement agreements from:

[ftp://ftp.overlandstorage.com/Firmware/Neo\\_Series/NeoE/NEO8000E/](ftp://ftp.overlandstorage.com/Firmware/Neo_Series/NeoE/NEO8000E/)

A link to the FTP site plus additional documentation on how to operate, configure, and support your NEO 8000e is available on the NEO library support website:

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