NEO® Firmware Version 7.2.053 Release Announcement

June 2015

Preface

This Product Information Bulletin announces the release of the NEO 8000e Library firmware version 7.2 (7.2.053). The previous General Availability firmware release was version 7.2.033.

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 7.2.053 Changes and Enhancements

- **Drive, Media Error Reporting** – Improved reporting by adding drive, cartridge and slot information for media related fetch/stow and load/unload errors reported by the library.
- **FSC 200F Failed Move Command** – Fixed an issue where the library may go offline after a failed slave module move command.
- **Import/Export Operation Results in Full Library Scan** – The library now returns the correct status when responding to a INITIALIZE ELEMENT STATUS WITH RANGE command.
- **Front Panel Operations** – Various improvements to fix potential Front Panel hangs during certain mail slot operations.
- **Pass-thru Rotary** – Various code improvements to improve the reliability of pass-thru servo and opto sensor functionality.
- **Vertical Pass-thru** – Implemented a new calibration algorithm to resolve possible pass-thru fetch errors.
- **Mail Magazine** – Improvements to robotic operations and the Web UI to better handle a partially removed or inserted mail magazine.

- **Drive Error Location** – Fixed an issue where the wrong drive location may posted to the Front Panel if a drive activation fails.

Previous NEO 8000e 7.2 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.

Downloads

The NEO firmware version 7.2.053 is available for download by supported NEO 8000e users with active software entitlement agreements from:

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

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