Add-on/Spare Tape Drive Instructions

This document describes how to either add a new tape drive or remove and replace an existing tape drive in a NEO S-Series or XL-Series library from Overland Storage. This document covers all drive types and interfaces.

⚠ **WARNING:** To reduce the risk of electric shock or damage to equipment, always remove any power cords while working with the library.

WARNUNG: Um das Risiko eines elektrischen Schlags oder Schäden am Gerät zu vermeiden, ziehen Sie stets den Netzstecker, bevor Sie an der Einheit arbeiten.

AVERTISSEMENT: Pour réduire le risque de choc électrique ou endommagement de l'équipement, retirez toujours les cordons électriques en travaillant avec l'appareil.

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

SAS

FC Single Port

FC Dual Port

Register the Add-on Drive

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

When **installing** new tape drives to your library, you must register them to activate their warranty. 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 **product** in which you are installing the extra drive.
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.

Prepare the Library

> **IMPORTANT:** Only individuals who are informed about the procedures and risks should replace or upgrade this tape drive assembly. Read all troubleshooting documentation and procedures before proceeding with repair or upgrade procedures. Hazardous moving parts exist inside this product. Do not insert tools or any portion of your body into the drive bay openings.

Tape Drive Considerations

> ⚠️ **CAUTION:** To prevent data corruption, verify that all active backup and recovery jobs to the NEO tape library are completed prior to performing a drive addition or replacement.

- Make sure the tape cartridge has been removed from the tape drive. Use the operator control panel (OCP) or the remote management interface (RMI) to move the cartridge to a storage slot or mailslot.
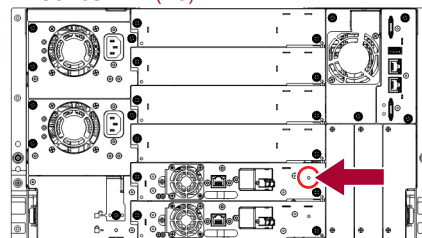- The tape drives are hot-swappable.

Power Off and Remove Cables

To add a new tape drive, go to Remove the Drive Bay Cover.

1. To replace an existing tape drive, use the OCP or RMI to **power off** the tape drive.
2. Verify that the **LED** of the tape drive assembly being replaced is **off**, then remove the FC or SAS cable from the tape drive.

S-Series LED (SAS)

XL-Series LED (FC)

Remove the Existing Tape Drive

1. Loosen the blue captive **thumbscrews** on the tape drive.
2. While supporting the bottom of the drive, **remove the drive** from the library by pulling straight back using the tape drive handle.
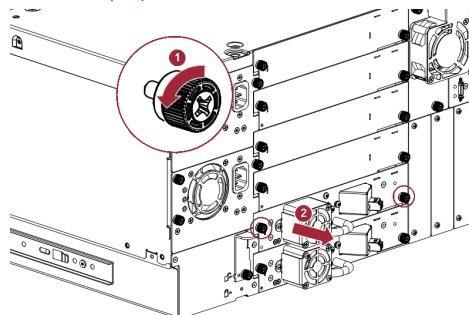
> ⚠️ **CAUTION:** Support the bottom of the tape drive when removing it to avoid damaging any of the internal connections.

3. Set the **tape drive being replaced** aside for return to Overland.
4. Proceed to Install the Tape Drive.

S-Series (SAS)
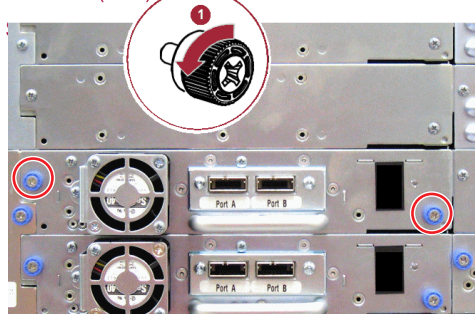
XL-Series (FC)

Remove the Drive Bay Cover

If you are adding a tape drive:

1. Identify the **location** for the tape drive.
   - If this is the first tape drive, install it in the **bottom drive bay**.
   - Otherwise, install the new drive in the **next higher** drive location.

2. Using a Phillips screwdriver, **remove** the half-height drive **bay cover**.

3. Proceed to Install the Tape Drive.
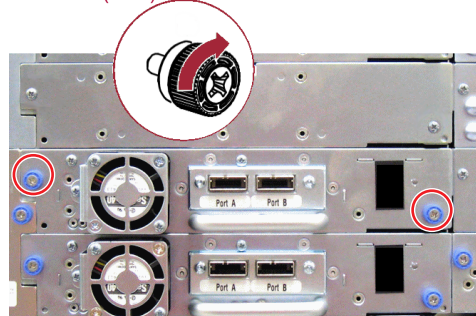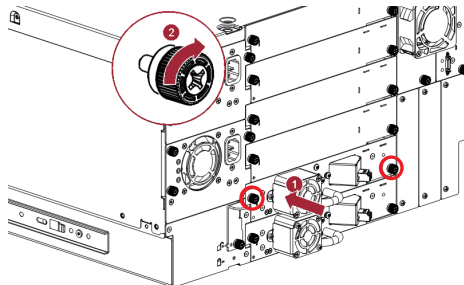
S-Series (SAS)
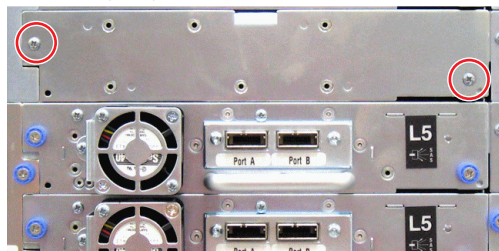
XL-Series (FC)
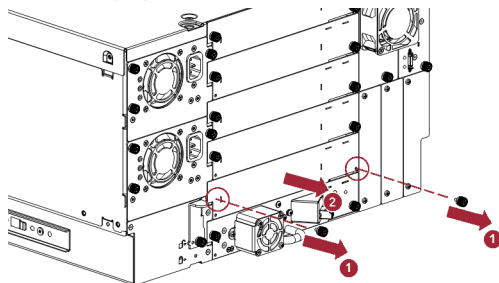
Install the Tape Drive

1. While supporting the drive assembly, slowly insert and align the **new tape drive** into the drive bay.

   The tape drive should be flush with the back panel of the device.

2. Finger-tighten the captive **thumbscrews** until the tape drive is secure.

S-Series (SAS)

XL-Series (FC)

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Connect the Drive Cable

Attach the **SAS** or **FC cable** to the connectors on the tape drive.

1. If you are installing an **SAS fanout cable**:
   a. Attach one **mini-SAS connector** into the connector on the tape drive.
   b. Use the **other ends** to connect tape drives, or coil and secure them to the rack to minimize stress on the connectors.
   c. Proceed to Verify the Installation.
2. If you are installing an **FC cable**:
   a. Connect the **FC cable connector** to the connector on the tape drive.
   b. If you installed a new tape drive, configure the **FC interface**.

   Overland recommends the default settings of **Port Speed: Automatic** and **Port Type: Auto Detect** so the tape drive will use the appropriate configuration.

SAS Cable

Fiber Channel Cable

Complete the Installation

Verify the Installation

1. Confirm that the **library** recognizes the **new tape drive** by checking the OCP or RMI.

   The new drive should appear in the **table (S-Series)** or **module status overview area (XL-Series)**.
2. Use the OCP or RMI to verify that the tape drive has the current **firmware**.
   • If the firmware is current, proceed to Return Old Parts to Overland.
   • If the firmware needs to be updated, proceed to Update the Firmware (S-Series) or Update the Firmware (XL-Series).
3. If the **blue UID LED** is still illuminated, deactivate it using the **Maintenance > UID LED Control** screen in OCP or RMI.

S-Series

XL-Series

Update the Firmware (S-Series)

1. Download the latest firmware to your network from ftp://ftp.overlandstorage.com/Firmware/Tape_Drives/.

2. Select **Service > Firmware** to view the firmware page.

3. In the table for the drive being updated, click **Browse**.

4. Browse to where you downloaded the **firmware**, select the file name, and click **Open**.

5. Verify the correct firmware was chosen and click **Update**.

6. At the confirmation message, click OK.

   The drive is updated. Continue with Return Old Parts to Overland.
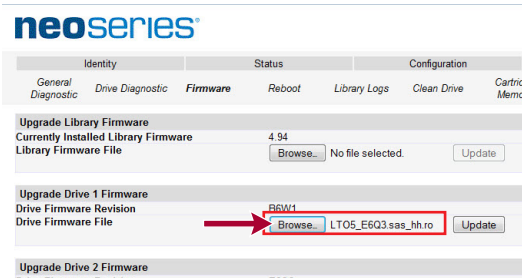
Update the Firmware (XL-Series)

1. Download the latest firmware to your network from ftp://ftp.overlandstorage.com/Firmware/Tape_Drives/.

2. Select **Maintenance > Software Upgrades** to view the **System Firmware** page.

3. At the far right, select **Drive Firmware** and click **Browse**.

4. At the **Maintenance > Software Upgrades > Drive Firmware** page, check the boxes of the drives to update, then click **Browse** to select the image file on your network.

5. Click **Start Upgrade**.

   The tape drive firmware upgrade will update each tape drive, one at a time.
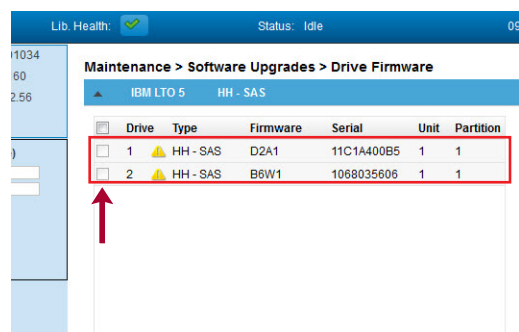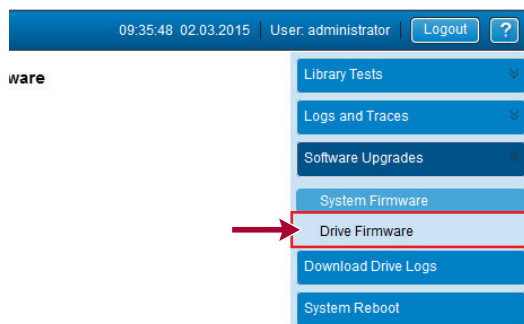
Return Old Parts to Overland

If replacing a drive:

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

2. Use the existing **packing material** to secure it in the box.

3. Use an RMA to return the part to **Overland Storage**.

   For return shipping details and RMA number, go to: http://docs.overlandstorage.com/return-instructions.