NEO 2000e/4000e Firmware Version 2.2.013 Release Announcement

December 2015

Preface

This Product Information Bulletin announces the release of the NEO 2000e/4000e Tape Library Version 2.2 (2.2.013) firmware. The previous general availability firmware release was Version 2.1.032.

Models Affected

All current NEO 2000e and 4000e models are affected, including all HP and IBM LTO-drive configurations.

Upgrade Considerations

Make sure all active jobs to the NEO tape library (backup/recovery) are completed, or on hold prior to performing the upgrade.

> **NOTE:** If upgrading a NEO 4000e from Version 1.xx, it is recommended that the library position offsets be cleared (**Menu > Maintenance > Clear SRAM Position Offsets**).

The firmware release utilizes version 2.9.1 of the NeoECenter serial port utility. This utility is not required for basic operation of the library, and should only be used under the direction of Overland Technical Support. NeoECenter 2.9.1 is available for download from the Overland Storage FTP website.

Downgrades are Not Supported

Downgrades are not supported.

Changes and Enhancements in Version 2.2.013

- **FSC 3041 during Autoclean** – Fixed an issue where a move command triggers an auto clean that selects an unconfigured slot.
- **Incorrect Drive Location Reported** – Fixed an issue where the library may report the wrong drive location and partition.
- **Web Management Interface** – Fixed an issue where the Web Management Interface physical status page displayed drives incorrectly.
- **FSC 301C after Library Reboot** – Fixed an issue where the library may issue a 301C fault code if rebooted with tapes in an ejected state.

Previous NEO 2000e/4000e Changes and Enhancements

The following is a list of changes since Version 1.24:

- **Library Lock-up when Ethernet Cable Connected** – Fixed an issue whereby the Web Management Interface and library can lock up during excessive network activity, such as security scans.
- **COMM Free List Empty (FSC A003)** – Fixed a number of issues that under rare circumstance can result in an A003 fault.
- **Enhanced Drive Error Reporting** – Added drive ID number, plus physical/logical location for all drive related faults.
- **Tape Drive Fiber Channel Connection** – An issue was fixed where the connection to a FC tape drive could be lost when changing certain custom library settings.
- **Support for IBM Tape Drives Added** – Prior to Version 2.0.518, the NEO 2000e/4000e libraries only supported HP LT0-4 and LT0-5 tape drives. With the Version 2.0.518 release, both HP and IBM version LT0-4 and LT0-5 tape drives are now supported.
- **Support for IBM LT0-6 Tape Drives Added** – With the release of Version 2.1.008 the NEO 2000e/4000e libraries support IBM LT0-6 tape drives.
- **Explicit Tape Unload Mode for Move Media Command** – With the release of Version 2.0.518 and beyond, the NEO 2000e/4000e libraries now fully support Explicit Tape Unload mode. Host move media commands can be either implicit or explicit. If implicit, (the default), the library unloads a tape drive before moving a cartridge from that drive. If explicit, the host must issue an unload command to a tape drive before issuing the move command to the library to move the tape from that drive. In Explicit Tape Unload mode, the library will respond with an Illegal Request sense key 5h and ASC/ASCQ 3B/90 if a move command is attempted from a drive that is already empty.

  Note that Version 2.0.519 fixes a problem that may cause an FSC A003 (COMM Free List Empty). This fault may occur with or without Explicit Tape Unload mode enabled, but when it is enabled, the fault has been reported to occur at a higher frequency. It is recommended that customers running Version 2.0.518 upgrade to 2.1.024 or higher to incorporate this fix.

- **Improved Tape Drive Position Calibration** - The tape positioning calibration process takes place the first time a tape cartridge is moved to an LTO tape drive after install, or when a tape drive has been installed in a drive bay. If updating from 1.xx firmware to 2.0.xxx, an initial calibration is performed on all tape drives on the first move to the tape drive, even if the drives are already present.

  The initial tape move can either be done from the backup software or from the NEO library itself. We recommend using the Front Panel Touchscreen to manually move a cartridge to each of the drives prior to configuring the library with the Backup Software.

- **Improved Tape Move Reliability** – Several small changes made to tape handling to improve reliability.
- **Improved User Interfaces** – Several improvements to both the Front Panel interface and the remote Web Management Interface have been incorporated.
- **New Fault Symptom Codes (FSCs)** – New FSCs were added since Version 2.0.518:

Code	Description	Details
301F	Unsupported drive type	An unrecognized or unsupported drive type has been detected by the library. The drive has been deactivated.
8012	A drive has been removed while active. The associated drive bay has been powered off.	This is a soft fault that is posted if a drive is removed from a drive bay without first disabling it from the Front Panel or the Web Management Interface.

Downloads

The NEO firmware version 2.2.013 is available for download by supported NEO 2000e/4000e users with active software entitlement agreements from:

http://ftp.overlandstorage.com/Firmware/Neo_Series/NeoE/NEO2000E_4000E/

A link to the FTP site plus additional documentation on how to operate, configure, and support your NEO 2000e or 4000e is available on the NEO library support website:

http://docs.overlandstorage.com/neo