

Firmware Upgrade Required

Before installing LTO7 drives in a NEOxl or NEOs library, verify that the firmware is updated to one of these versions so that the LTO7 drives will be recognized:

- NEOxl library must be upgraded to Firmware Release 2.10 or later.
- NEOs library must be upgraded to Firmware Release 5.10 or later.

The firmware versions are available for download by NEO users with active software entitlement agreements from the Overland Storage Customer Support Portal. Navigate to the Manage Products page at <http://docs.overlandstorage.com/neo>.

Additional Help

You can email our technical support staff at techsupport@overlandstorage.com or get additional technical support information on the [Contact Us](#) web page:
<http://docs.overlandstorage.com/support>

For a complete list of support times depending on the type of coverage, visit our website at:

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

