

NEO[®] 2000e/4000e Tape Library

This document describes how to unpack and install an Overland Storage NEO 2000e or NEO 4000e tape library into a four-post, 32-inch depth, EIA-310 rack.

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

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 unit, observe standard Electrostatic Discharge (ESD) precautions to prevent damage to micro-circuitry or static-sensitive devices.

NOTE: Host interface cables are not supplied with the NEO 2000e or 4000e libraries. These cables must be purchased separately.



Step 1: Activate Your Warranty!

It is **essential** that you activate your warranty. Technical and warranty support are **not available** until it is done:

1. Note the product **serial number** from the box label or on the product.
2. Go to the **Overland Storage** web site:
<http://www.overlandstorage.com/>
3. Select **Service & Support > My Products**.
4. At the [Site Login](#), enter your **email address** and **password**, and click **GO**.

NOTE: If you are not yet a member, click "New member?" and follow the instructions given. It's free and easy!

5. Click **Register New Product**.
6. Fill in the information and click **Submit**.

IMPORTANT: Within three business days, you'll receive an e-mail from Overland with your warranty certificate. Follow the instructions included to complete the process.

E-mail:

Password:

Remember Me

[Forgot your password?](#) [New member?](#)

Product Site:

Product Family:

Products Found: 2

Product Selector:

Enter your Serial Number or Server Number. Please select which

--Choose--

Delivery Date:

--Month-- --Day-- --Year--

Reseller:



Step 2: Rail Kit Installation

Use Template to Mark Rack

WARNING: It is recommended that a mechanical lifter (or at least two people) be used to raise and align the unit to prevent injury during installation. Use care when inserting or removing a unit into or out of a rack to prevent the accidental tipping of the rack causing damage or personal injury.

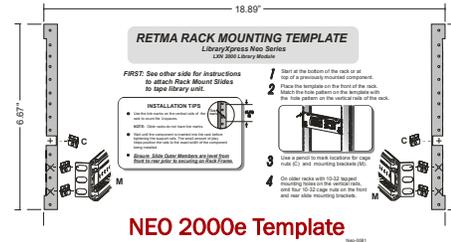
AVERTISSEMENT: afin d'éviter des blessures pendant l'installation, il est recommandé d'utiliser un monte-charge (ou au moins deux personnes) pour élever ou aligner l'appareil. Faites attention lorsque vous insérez ou retirez l'appareil d'un support, pour empêcher le déversement accidentel de la crémaillère causant des dommages et des blessures.

IMPORTANT: Do NOT remove the front-door packing materials until the library is in the rack.

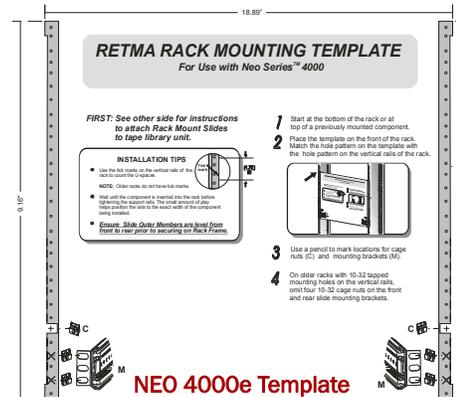
You must first install the rail kit in the rack using the template from the Accessory Kit:

1. Ensure you have **adequate rack space** available:
 - NEO 2000e requires 8.75 in. (22.25cm) (5U)
 - NEO 4000e requires 17.5 in. (44.50cm) (10U)
2. Using the **template**, mark the location for the mounting hardware on the rack rails:
 - a. Match up the **hole pattern** indicated on the sides of the template with the hole pattern in the rack.
 - b. Use the template to **mark** the six mounting holes.
 - c. Remove the **template**.
3. Repeat **Step 2** at the **rack rear** using just the lower two holes on each side.

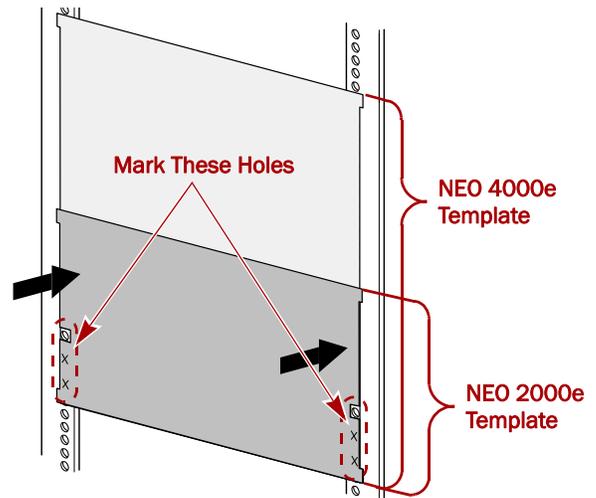
CAUTION: Be sure rear holes are horizontally in line with the front holes so the unit remains level.



NEO 2000e Template

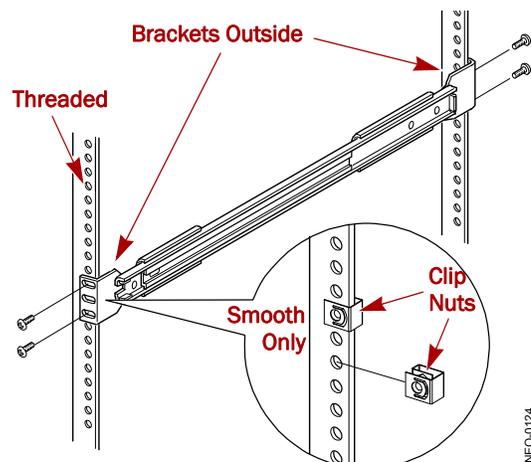


NEO 4000e Template



Install Rails

1. Using four screws, loosely attach each pre-assembled **rail set** as follows:
 - **Threaded-Hole Rack**—Position each rail with the brackets *outside* the vertical rack member, and install four screws to secure them.
 - **Non-Threaded Hole Rack**—Install the four clip nuts on the *insides* of both vertical rack members, position each rail with brackets *outside* the member, and install four screws to secure them.
2. Tighten the **screws** on both **rear** brackets.
3. Tighten the **screws** on both **front** brackets.
4. Slide out the **middle slide** members until they lock.



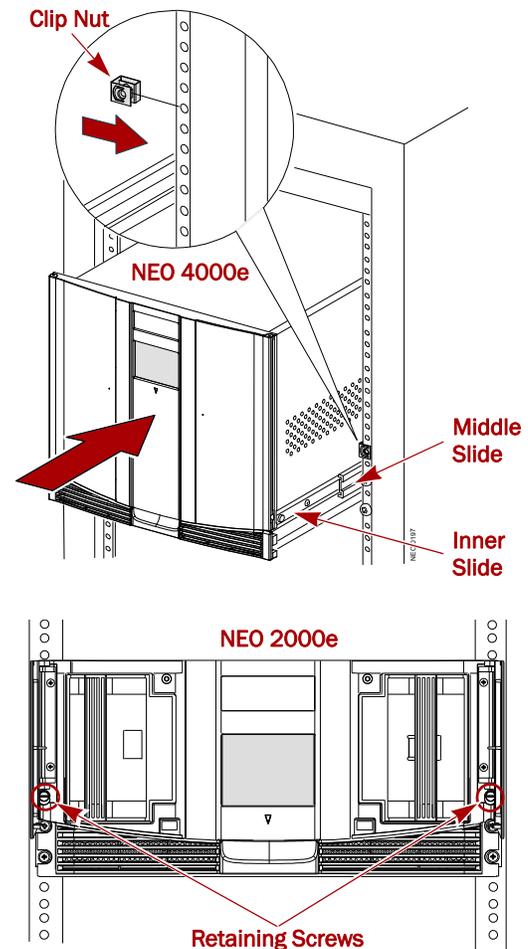
NEO-0124

Library Installation

Use the following instructions to insert your library into the rack:

1. Install the two **clip nuts** on each front rail at the mark.
2. To reduce weight on the NEO 2000e, we recommend removing the **drive assemblies**:
 - a. Loosen the captive **thumbscrews** at the top and bottom of the drive assembly.
 - b. Fully supporting the assembly, pull the handle to remove the **drive assembly**.
 - c. Place each drive assembly on an **ESD surface** on its side as not to bend the tabs.
3. Using a mechanical lift, **raise the unit and align** the inner slides on the unit with the rack middle slides.
4. With the middle slide **ball bearings** at the front detent position, fully insert the inner slides.
5. Slide the library completely into the rack until the **front panel** touches the rack.
6. Remove and discard the **tape and packing materials** from the doors, leaving them **open**.
7. Using the two captive **retaining screws**, secure the unit.

NOTE: If the hold-down screws do not align with the clip nuts, loosen the front rail screws and adjust the position of the library until the hold-down screws are aligned with the clip nuts.
8. Insert the **drives** into the appropriate drive bays and tighten the retaining screws:
 - NEO 2000e – Re-insert the drives into the bays from which they were removed.
 - NEO 4000e – Use the add-on instructions to install the drives packaged separately.



Step 3: Attach Cables

The following shows some cabling configurations. For more cabling options, refer to the *NEO 2000e/4000e User Guide* available from the Overland NEO website:

<http://support.overlandstorage.com/support/neo-series.htm>

Management Port Cable Requirement

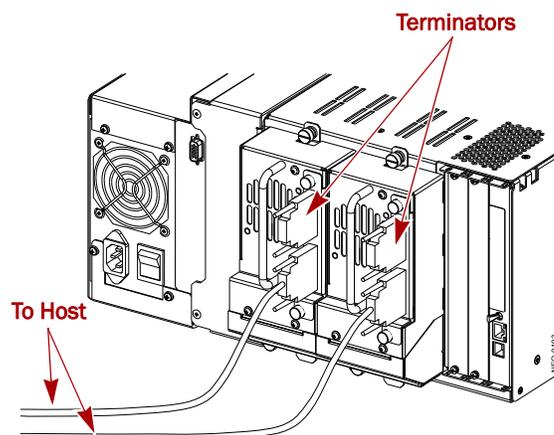


IMPORTANT: To meet Class A EMC requirements, a **shielded** Ethernet cable must *always* be used for the management port connection.

SCSI Example

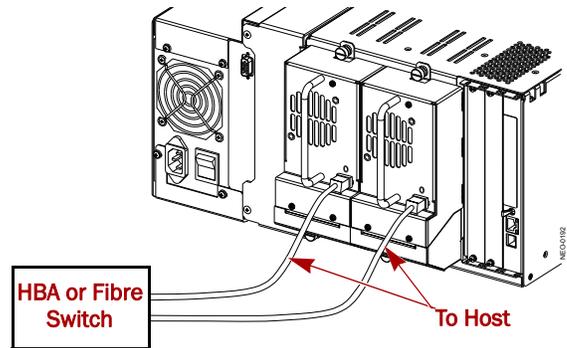
A typical SCSI cable configuration for a library with two tape drives connected to two different bus adapters or hosts is shown to the right.

NOTE: To maximize drive performance, it is recommended that each tape drive be on a separate SCSI bus.



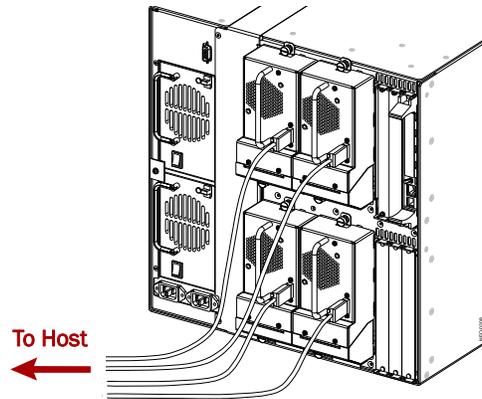
Fibre Channel Example

When using Fibre Channel (FC) drives on an FC network, slightly different cabling is required. In this example, the FC drives connect directly to an FC switch or Host Bus Adapter (HBA).



SAS Example

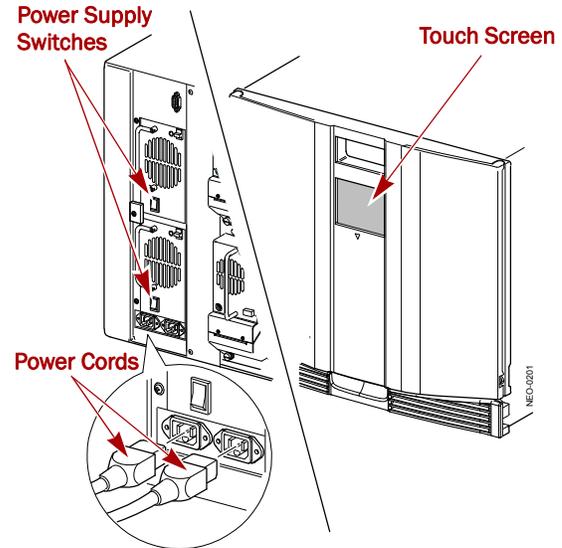
SAS connections can be part of a multi-wire cable or each drive can be connected by a separate cable to the host.



Step 4: Power Up the Library

NOTE: The NEO 2000e has one power supply and cord while the NEO 4000e comes with dual power supplies and two cords.

1. Connect the supplied **power cords** to AC receptacles located on the back of the library module.
2. Toggle the power switches to the **ON** position (“|”).
3. Touch the **front panel touch screen** to activate the display and turn on the library module.



Step 5: Basic Configuration

Depending on your configuration and network, perform the following procedures to get your library up and running.

Changing the Drive SCSI ID Number

NEO libraries work with the majority of backup applications without having to make changes to the default SCSI IDs, where "Drive n = SCSI ID n ."

Depending on your network configuration, it may be necessary to change the **SCSI IDs**. Follow these touch screen steps:

1. At the Default screen, press **Menu** > **SCSI/FC/SAS**.
2. Press the **Position n , Drive 1 Bus ID** data field.
3. Using the keyboard display, press the new **SCSI ID number** (it can be any number from 0 to 15).

The selected number is displayed in the **New** field.

4. Press **Save**, and then press **OK** to confirm.
5. Repeat [Steps 1–4](#) for any **other drives**.
6. Press **Back** twice to return to the default screen.

Setting Up Reserved Slots

Use this touch screen option to remove up to 15 tape cartridge slots from storage use to provide one or more slots dedicated for cleaning tapes or to meet your software license limits for the number of slots available.

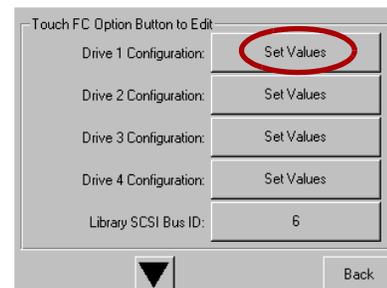
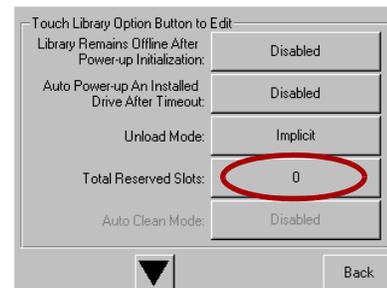
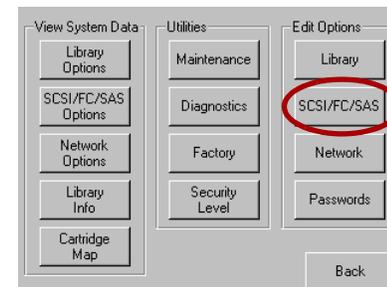
To reserve one or more slots:

1. At the Default screen, press **Menu** > **Library**.
2. On the Library options screen, press **Total Reserved Slots**.
3. Use the keypad to enter the **number of slots** you want to reserve, and press **Save**.
4. At the confirmation screen, press **OK**.
The library reboots automatically.
5. Press **Continue** to return to the Default screen.

Configuring a Fibre Channel Drive

In most cases, you can use the default configuration values for Fibre Channel drives. However, if it becomes necessary to change the default values, follow these touch screen steps:

1. At the Default screen, press **Menu** > **SCSI/FC/SAS**.
2. At the FC edit screen, press **Set Values** for the tape drive you are changing.
3. At the Set Values screen, make all the necessary **changes**.
Press the appropriate buttons and enter the new data. Press the down arrow (▼) to access the second screen.
4. Press **Save**.
A dialog box appears stating the configuration is being updated, and then you are automatically returned to the FC edit screen.
5. Press **Back** twice to return to the Default screen.



Setting Up Remote Configuration

The Web Management Interface utility is an interface built into the NEO 2000e/4000e tape library that provides remote access to and configuration of the library through an Ethernet port. The default setting is DHCP and can be changed at the touch screen.

Locate IP Address Set by DHCP

At the Default screen, press **Menu > Library Info**. The address is shown on the fourth line.

To Manually Set an IP Address

1. At the Default screen, press **Menu > Network**.
2. Press **IP Address Determination**.
3. Press **User Specified IP Address**.
4. Press **OK** to return to the configuration screen.
5. Select each field in turn, enter the required IP addressing information, then press **OK**.
6. Press **Save** to lock in your settings.
7. From the Menu screen, press **Maintenance > Reboot Library**.

The change becomes effective after the library reboots.

Changing Remote Web Passwords

NOTE: Once you have configured the IP addressing for remote web access, we recommend that you change the Web Level 2 password from its default setting.

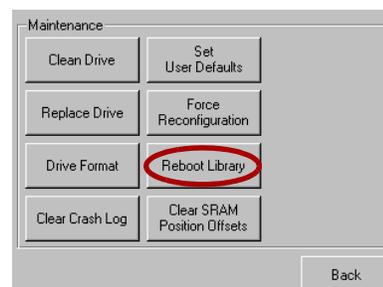
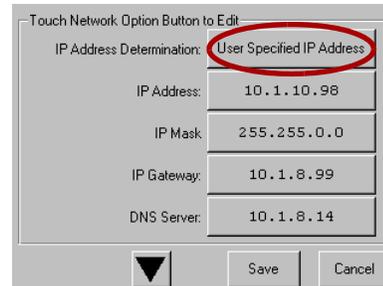
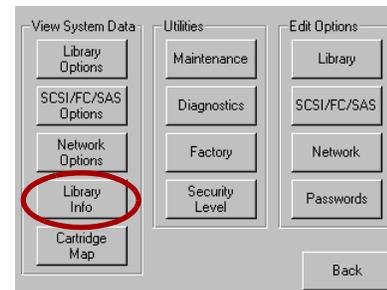
Access to the various Web Management Interface web pages is controlled by the level of security set when initially logging into the Web Management Interface:

- Web Level 1 (User) access – View Status and History screens only (default: “1”).
- Web Level 2 (Administrator) access – View, configure, and move media; set or change the user-level password; and use all Web Management Interface functions (default: “2”).

Using the touch screen, change the passwords:

1. At the Default screen, press **Menu > Network**.
2. Press the **down-arrow (▼)** once.
The Web Level options are shown.
3. Press **Web Level 2 Login**.
4. At the Web Level 2 Login screen, enter the **new password** in the Enter Login field.
Use Alpha/Numeric and Shift Up/Down to select the appropriate keyboard.
5. Press **Edit “Re-enter Login”** and retype the password in the Re-enter Login field.
6. Press **OK**.
7. Press **Save**, then **OK** to confirm.
8. At the Menu screen, press **Maintenance > Reboot Library**.

The Web Management Interface password change becomes effective after the library reboots.



Accessing the Web Management Interface

To access the Web Management Interface, follow these steps:

1. Type the unique **IP address** in the URL field of your browser, then press **Enter**.
2. At the Login screen, enter the Web Level 2 (Administrator) security **password**.
3. Click **Login**.

Login to the NEO 8000e

Check to prevent other users from initiating any "Level 2" operations with the Library for the duration of your session.

Check to disable frames.

Enter a Password:

Login

SMTP Server/Email Configuration

1. In the Navigation Bar at the top of the Web Management Interface, click **Setup**.
2. Click **Notifications**, then click **Confirm** at the Offline message.
3. In the Email Addresses section, enter the server and email **data** for your network:
 - a. Enter the **Server Address**.
 - b. Enter up to four **Email Addresses** to receive email event messages.
 - c. Change the default **Return Address** for the event messages to a real email address.

NOTE: *The default email address is a placeholder.*

4. Click **Submit** at the bottom of the screen (you may have to scroll down).

The information is updated immediately.

5. Click **Logout** next to the Navigation Bar.

E-mail Addresses

Enter the e-mail server address as a name (xyz.com) or as an IP address (www.xxx.yyy.zzz).

Enter e-mail addresses as ASCII strings (myname@mydomain.com).

Server Address:

E-mail Address 1:

E-mail Address 2:

E-mail Address 3:

E-mail Address 4:

Return Address: user@domain

SNMP Configuration

Enter trap addresses as IP address strings (www.xxx.yyy.zzz).

SNMP Trap Address 1:	<input type="text" value="255.255.255.255"/>
SNMP Trap Address 2:	<input type="text" value="255.255.255.255"/>
SNMP Trap Address 3:	<input type="text" value="255.255.255.255"/>
SNMP Trap Address 4:	<input type="text" value="255.255.255.255"/>
SNMP Version:	SNMPv1
Trap Filter:	Informational, Warning and Critical
Trap Community Name:	private-traps
Get Community Name:	public
Set Community Name:	private

Submit Reset

Changing the Library Name

When there is more than one tape library on your network, it is often useful to assign a different name to each library. The default library name is *NEO Series*.

To set or change the name of a NEO Series tape library using the touch screen:

1. At the Default screen, press **Menu > Network**.
2. Then press the **down arrow** (▼) to access the second page of Network menu items.
3. Press the **Library Name** button.
4. Use the keyboard display to enter the desired library name, then click **OK**.

Touch Network Option Button to Edit

Web Level 1 and FTP Login:

Web Level 2 Login:

Enable Web Secure Login: Yes

Disable Web Level 2 Access: No

Library Name:

Save Cancel

Step 6: Additional Information

User Guide

For additional information on configuration and setup, including expansion and partitioning, refer to the *NEO 2000e/4000e User Guide*. It and other documents are available online:

<http://support.overlandstorage.com/support/neo-series.htm>

Use the links on the right of the page to access the documents.



Warranty and Technical Support

For warranty and technical support information, see our [Contact Us](#) web page:

<http://www.overlandstorage.com/company/contact-us/index.aspx>

To search for more service information, visit our [Expert Knowledge Base System](#):

<http://support.overlandstorage.com/kb>

