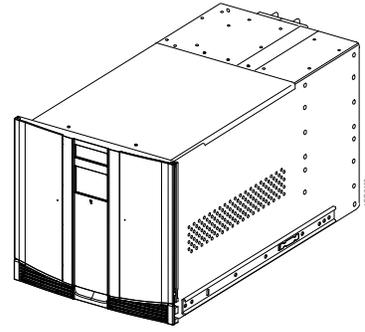


NEO[®] 4000E

Spare Chassis

Remove & Replace Instructions



Overview & Notes

IMPORTANT: Overland Storage requires that all NEO Series parts be removed and replaced by an Overland Storage authorized service provider. Improper installation may result in damage which voids existing warranties.

This document describes how to remove and replace the chassis of a NEO 4000E library from Overland Storage.

WARNING: The GUI touch screen does not completely shut off NEO Series system power. To reduce the risk of electric shock or damage, unplug both power cords.

Unpacking the Spare

Carefully unpack and verify that you have all the parts:

- NEO 4000E chassis
- One M3x8mm flathead Phillips screws
- Four M4x8mm flathead Phillips screws
- These instructions

Electrostatic Discharge Information

A discharge of static electricity can damage micro-circuitry or static-sensitive devices. To help prevent Electrostatic Discharge (ESD), observe standard ESD precautions.

Prepare the Library

1. If the **library** is operational:
 - a. Exit the **application software** and, if necessary, stop the software services.
 - b. Using the Graphical User Interface (GUI) or the application software, remove any **cartridges** from the drives to prevent damage.
 - c. Use the GUI to remove **all** the magazines.

IMPORTANT: If the library is non-operational, the doors can be manually opened by pushing a stiff wire against the mechanical releases directly behind the front panel ([Figure 1](#)).

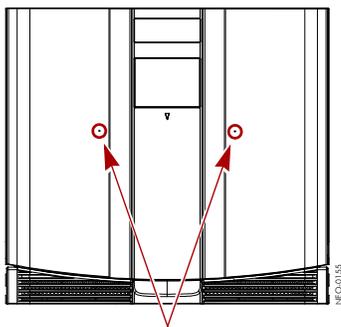


Figure 1. Manual Door Release Locations

2. For a Master module, if possible, print the first few pages of the **Trace Log** (up to the Factory Area) to capture the current settings of the library. Log into **WebTLC** and click **History > Display Trace**.
3. **Power off** the library as follows:
 - a. Use the **GUI** to power down the library.
 - b. Turn the **power supply** switches to OFF (O).
 - c. Remove the **power cords**.
4. Remove all **external cables**.
5. If XpressChannel is installed, release it by loosening the **four captive screws** on the back side and, for a Master unit, unplugging the **DB-15 plug**.
6. To reduce weight, we recommend removing the **drive assemblies**.

WARNING: It is recommended that a **mechanical lifter** (or at least two people) be used during rack installation or removal to prevent injury.

7. Using a mechanical lifter (or two people), remove the **unit** from the rack and place on a secure ESD surface.
8. Unpack the **new chassis** and place it next to the old chassis on the ESD surface.

Complete the Exchange

Move XpressChannel Cover Plate

If the old library used the XpressChannel feature, move the **XpressChannel cover plate** from the new chassis to the old unit (Figure 2).

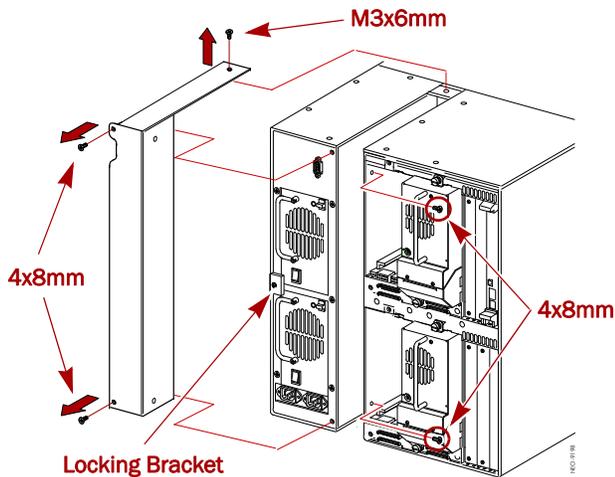


Figure 2. Removing the XpressChannel Cover

1. On the **new unit**, remove and discard the **two screws** (located inside drive bays #2 and #4) that secure the cover plate.
2. Remove and discard the **top cover screw**.
3. Remove and discard the **two screws** outside (next the power supplies) that hold the cover.
4. Move the XpressChannel **cover plate** from the new chassis to the **old chassis**.
5. Install a **new M3x6mm** flathead screw in the top hole.
6. Install **two new M4x8mm** flathead screws inside drive bays #2 and #4.
7. Install **two new M4x8mm** flathead screws on the outside (next the power supplies), securing the cover.

Reinstall the Library

1. Using a mechanical lifter (or two people), reinstall the **library** into the rack.
2. If removed, reinstall the **drive assemblies**.
3. If used, reconnect the **XpressChannel** and, for a Master unit, plug in the **DB-15 cable**.
4. Reconnect the **external cables**.
5. For SCSI systems, verify the **terminators** are still in place.
6. Manually open the doors and reinstall the **magazines**.

Power On the Library

1. Plug in the **power cords**.
2. Turn the power supply **switches** to ON (I).
3. Press the **GUI touchscreen** to power on the module.

Configure the Library

Depending on the type of module, do one of the following:

- For a **Master/Standalone** module:
 - a. Using the default Administrator password (“2”), log on to **WebTLC**.
 - b. Using the printed partial **Trace Log**, reconfigure the library to match its previous configuration.
 - c. Change the Administrator **password**.
 - d. If necessary, re-enter any **feature key codes**.
- For a **Slave** module, use the GUI to change it to Slave mode.

NOTE: For full details, refer to the *NEO 4000E User Guide*.

Return Old Chassis

Using the replacement part box and packing, return the **old chassis** to Overland Storage.

Additional Help

You can get additional technical support on the Internet at <http://support.overlandstorage.com>, or call 1-877-654-3429 (toll-free U.S. & Canada), +44 (0) 118-9898050 (Europe), or +1 (858) 571-5555 Option 5 (International).