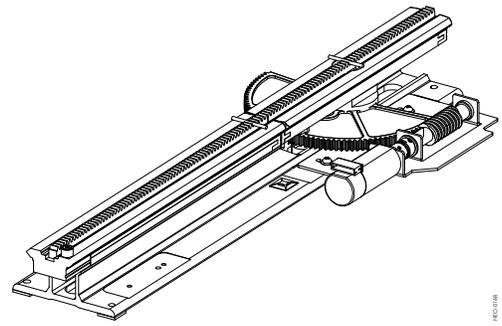


Spare Shuttle Track Assembly

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 Shuttle Track assembly in a NEO 2000E 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 2000E Shuttle Track assembly
- Four (4) M4 hex locking nuts
- Four (4) M4 washers
- 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.

Preparing the Library

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

2. **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 cord**.
3. Remove all **external host cables**.
4. To reduce weight, we recommend removing the **drive assemblies**.

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

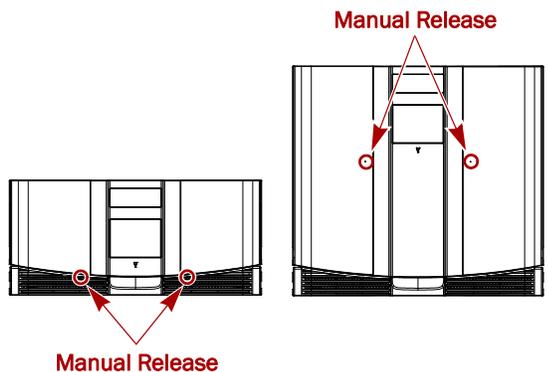


Figure 1. Manual Door Release Locations

5. Using a mechanical lifter (or two people), remove the **unit** from the rack and place on a secure ESD surface.
6. Remove and retain the **two screws** securing the front top cover.
7. Lift and remove the **front top cover**, and set aside.

Replace the Track Assembly

1. Remove the shuttle:

- By hand, turn the **motor/track coupler** until the track is at a 45° or larger angle (Figure 2).
- With one hand supporting the top of the shuttle, grasp the shuttle base and carefully **slide the shuttle** off the track.

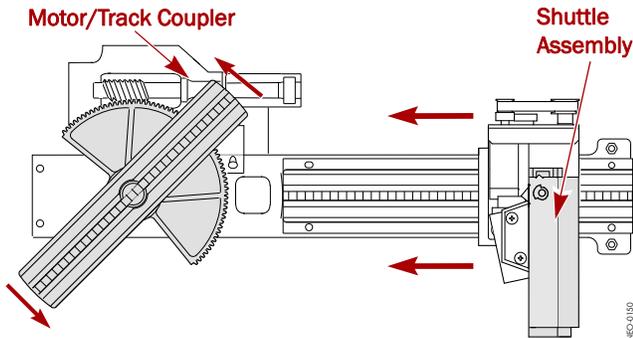


Figure 2. Top View of Shuttle Track Showing Movable Section

- Without twisting the flex cable, set the shuttle with the PCB up on the top edge (Figure 3).



Figure 3. Set the Shuttle Aside; PCB Up

2. Remove the old track assembly:

- Disconnect the **motor and track sensor cables** from the flex cable card (Figure 4).

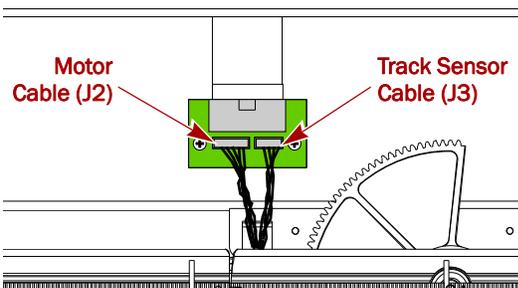


Figure 4. Cable Connections on Flex Cable Card

- Remove the **four hexhead nuts and washers** (Figure 5) securing the track to the chassis bottom.

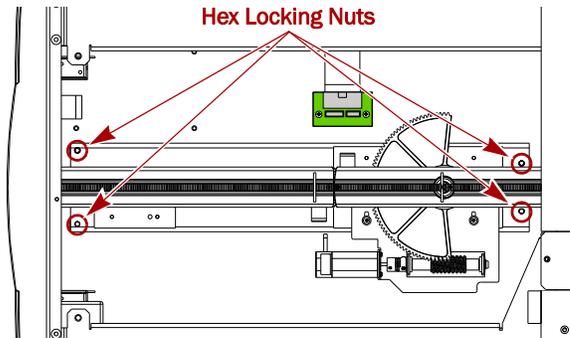


Figure 5. Remove Hex Locking Nuts

- Lift the **old track assembly** out and set it aside.
- ## 3. Install the new track assembly:
- Position the **new track assembly** onto the four threaded studs on the chassis bottom.
 - Secure the track with four new hexhead M4 **nuts and washers**.
 - Connect the **motor and track sensor cables** to the flex cable card.
- ## 4. Reinstall the shuttle:
- By hand, turn the **motor/track coupler** until the track is at a 45° or larger angle.
 - Carefully lift the **shuttle** and position it at the open end of the track, checking that there are **NO** twists in the flex cable (Figure 6).

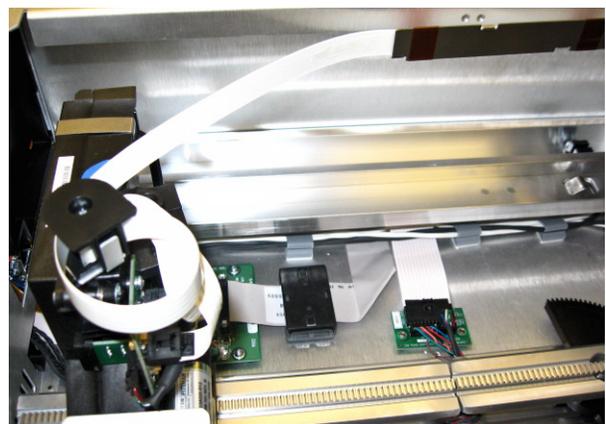


Figure 6. Flex Cable Position Around Shuttle Spooler

NOTE: The open side of the shuttle should be on the left.

- Slide the shuttle onto the **track**.

Power On and Test the Library

Power On Library

Before returning the unit to the rack, verify that it works.

1. Plug in the **power cord**.
2. Turn the power supply **switch** to ON (I).
3. Tap the **GUI** to power on the library.
4. Observe the POST process to verify the **shuttle** assembly installation:
 - Watch the **shuttle assembly and track** movement.
 - Make sure that nothing interferes with the cable assembly through its **full range of motion**.

***NOTE:** If problems occur, contact Overland Storage Technical Support.*

Run Diagnostics

Test the library's operational mechanisms to make sure they are running and operating properly.

***NOTE:** If you do receive errors, note them and contact Overland Storage Technical Support.*

1. From the touch-screen GUI, press **Menu > Diagnostics > Cartridge Cycle**.
2. Run the **Cartridge Cycle**:
 - a. Press **Start**.
 - b. Allow the cycle to run at least **5 minutes**.
 - c. Press **Stop**.

3. Using the **Move Media** function, load and unload a cartridge from each drive.
4. **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 cord**.

Reinstall the Library

1. Slide the **front top cover tabs** into their slots and gently set the cover into place.
2. Reinstall the **two retained cover screws**.
 1. Using a mechanical lifter (or two people), reinstall the **library** into the rack.
 2. Reinstall any removed **drive assemblies**.
 3. Reattach all **external host cables**.
 4. For SCSI systems, verify the **terminators** are still in place.

Return Old Track Plate

1. Place removed parts in the **replacement part box**.
2. Follow **directions** included in the box for returning parts 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).