

# Chassis Replacement Instructions

This document describes how to remove and replace the chassis of a NEO 200s or NEO 400s library from Overland Storage.

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

**WARNUNG:** Um das Risiko eines elektrischen Schlags oder Schäden am Gerät zu vermeiden, ziehen Sie stets den Netzstecker, bevor Sie an der Einheit arbeiten.

**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.

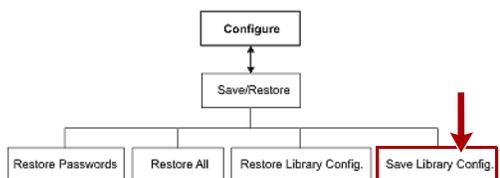


## Prepare the Unit

### Save Library Configuration

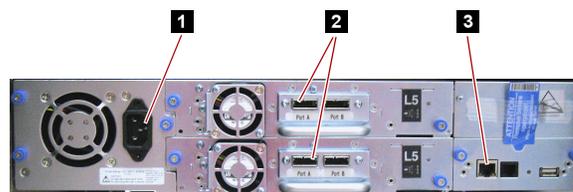
If possible, save the current configuration of the old library:

1. Plug a **USB drive** into the rear panel.
2. At the Operator Control Panel, press: **Configure > Save/Restore > Save Library Config.**
3. Remove **USB drive**.



### Power Off and Disconnect

1. If possible, use Operator Control Panel to **unload drives** that contain a cartridge (**Control > Move Cartridges**).
2. Power OFF the **library**.
3. Disconnect the **power cord** (1).
4. Disconnect all other **cables** (2 & 3).



## Remove Old Library from Rack

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

**WARNUNG:** Um Verletzungen zu vermeiden, empfehlen wir zur Rack-Installation oder -Deinstallation die Nutzung einer mechanischen Hebehilfe (oder mindestens zwei Personen).

**AVERTISSEMENT:** Pour éviter toute blessure il est recommandé qu'un monte-charge (ou deux personnes au moins) soit utilisé lors de l'installation ou de l'enlèvement du support.

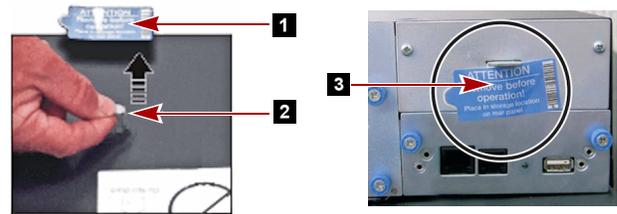
1. Remove and retain the **two screws (4)** on the front side of the library anchoring the mounting brackets.
2. Slide the old **chassis** out of the rack onto the lifter.
3. Move the chassis onto a **secure surface**.
4. Unpack the **new chassis** and place it next to the old one.



## Remove Shipping Lock

**IMPORTANT:** The shipping lock must be removed before the replacement library is powered ON.

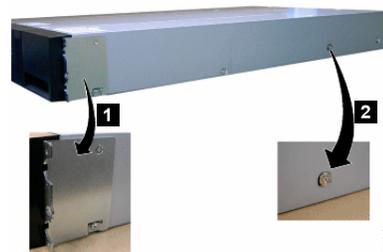
1. On the replacement library, remove **blue label (1)**.
2. Lift and remove the **shipping lock (2)**.
3. Store the shipping lock and blue label at the top right (3) of the rear panel of the **library**.



## Transfer Components

### Move Rack Mounts

1. Remove the mounting **brackets (1)** and **anchors (2)** from each side of the old library and install them on the replacement library.
2. Move the **screws** removed from the replacement library and install them on the old library.



### Remove Covers for Drives

**NOTE:** If there is only a single drive in the old library, skip this step.

1. Loosen the **blue captive thumbscrews** and remove the cover plate from the same drive bays of replacement chassis as the ones being used on the old chassis.
2. Set aside the **covers** for installation on the old chassis being returned.



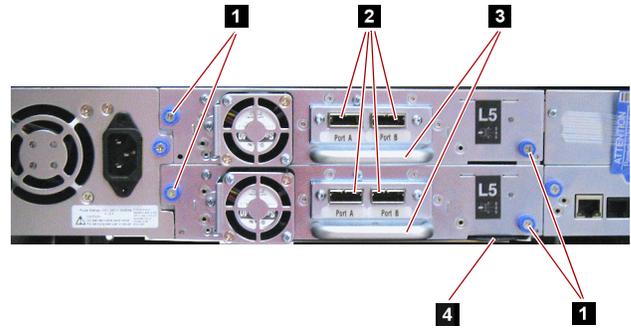
## Move Tape Drives

**IMPORTANT:** Install the drives from the old library into the same positions in the replacement library to maintain your current library configuration.

1. Extend the **black pull-out tab (4)** located under the new chassis and keep it extended while moving the drives.

**CAUTION:** Damage to the connector pins may occur if this procedure is not followed.

2. Loosen both **blue captive thumbscrews (1)** on a sled.
3. Pull the **drive sled handle (3)** straight back to remove.
4. While supporting the drive bottom, use the handle (3) to slowly insert the **drive sled** into the same drive bay of the new chassis until the sled is seated against the back.
5. Tighten the **thumbscrews (1)** to secure the drive.
6. Repeat [Steps 2–5](#) for any remaining **drives**.
7. Push the **black tab** back underneath the library.
8. If any **drive covers** were removed from the replacement library, install them on the old library.



## Verify the Library Replacement

1. Reattach **power cords** to the library temporarily and turn the library **ON**.  
During the Power-On Self Test (POST), all four LEDs are illuminated briefly, followed by a flashing Ready LED. When the initialization sequence is complete, the Operator Control panel will either show the Home Screen or the New Library Detected message.
2. If the Home screen is displayed after initialization, navigate to **Monitor > Library > Identity > Serial Number** to verify that the serial number on the pull tab matches the serial number displayed on the Operator Control Panel. Refer to the *NEO 200s/400s User Guide* for more detailed instructions.
3. If the **New library detected** message is displayed, follow the instructions listed on the Operator Control Panel to run the **Library Verify test (Service > Library Verify)**.

**NOTE:** If these options do not display, proceed to [“Troubleshoot Library Installation.”](#)

4. The verify test requires the use of a blank **scratch tape cartridge**. Insert it using the Mail Slot.
5. Do **one** of the following:
  - If the test **passes**, remove the cartridge, press **Cancel** to exit, turn the unit **off**, and remove the **power cords** for the library’s re-installation in the rack.
  - If the test **fails**, an error code will be displayed. Proceed to [“Troubleshoot Library Installation.”](#)

New library detected

1. Perform Library Verify
2. Power off and insert LCC from old library



## Troubleshoot Library Installation

If the Library Verify test in “Verify the Library Replacement” successfully completed, skip this section and proceed to “Move Cartridge Magazines (Optional).”

1. If the **Error LED** turns on while trying to complete “Verify the Library Replacement,” Power OFF the replacement library enclosure.
2. Remove and replace the **library controller card** as described in “Swap Library Controller Cards.”
3. Power on again and repeat “Verify the Library Replacement.”
4. If the test **fails**, an error code will be displayed. Refer to the Troubleshooting chapter in the *NEO 200s/400s User Guide* for additional instructions.



## Swap Library Controller Cards

**NOTE:** Only swap library controller cards if directed to do so in “Troubleshoot Library Installation.”

1. Loosen the **two blue captive thumbscrews** on the old library controller card in the old chassis.
2. Grasp the **thumbscrews** and pull the card out of the library.
3. Grasp the library controller card faceplate and align the card in the same location in the new library, aligning the card with the library controller card groove.
4. Push the library controller card forward until it is properly seated.

**NOTE:** You will hear a snap when the Library Controller Card is fully engaged and installed properly.

5. Tighten the **thumbscrews** to secure the card in place.

## Move Cartridge Magazines (Optional)

If the magazines are full of tapes, carefully move them to the replacement library.

1. Manually release and remove **all magazines** from both the defective library and the replacement library:
  - a. Find the **access holes** for the magazines.
  - b. Push the end of a **straightened paper clip** into the access hole for each magazine at the back of the library. **DO NOT** push the paper clip in more than ½ inch.
  - c. While holding the paper clip in place, have a **second person** pull each magazine out from the front.

**NOTE:** To prevent dropping the magazine, support both ends of the magazine before it clears the front edge of the library.

2. Insert the cartridge magazines from the **old library** into the same positions in the replacement library.
3. Insert the cartridge magazines from the **replacement library** into the same positions in the old library.

**IMPORTANT:** The Library Enclosure contains a copy of your current library configuration within the Library Controller Card. In rare occurrences, the replacement library enclosure may contain valid (non-zero) data. If this occurs, the library firmware will detect this mismatch and display the **VPD Selection** message on the Operator Control Panel. If this **VPD Selection** is displayed, highlight the **VPD from Controller > OK**. This will copy VPD from the controller to the replacement library enclosure.



## Move Extra Power Supply (NEO 400s Only)

If an extra power supply has been added to a NEO 400s for redundancy, it should be moved to the replacement chassis:

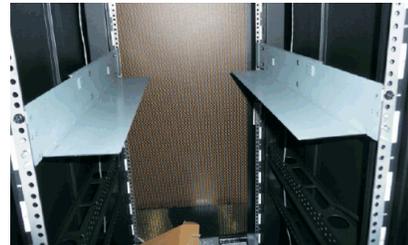
1. Use a Phillips screwdriver to remove and retain the three screws holding the **power supply bay cover**. Set aside.
2. Loosen the **three blue captive thumbscrews** on the power supply in the top bay of the old library.
3. Pulling on two of the thumbscrews, pull the **redundant power supply** out of the library a couple of inches.
4. Grasp the **power supply** and remove it from the library.
5. Slide the power supply into the **replacement library**.
6. Use the retained screws to secure the **cover plate** to the bay of the old library.



## Reinstall Library in Rack

### Install the New Library

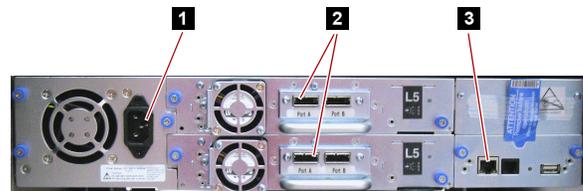
1. Using the lifter (or assistance), align the refreshed library with the **rails** in the rack.
2. Slide the **library** into the rack until the front brackets make contact.  
The side “donuts” should be under the rail bump-outs.
3. Use the **retained screws** to secure the library.



### Reconnect Cables and Cords

Reverse the steps in “Power Off and Disconnect” to reconnect the cables and power cords.

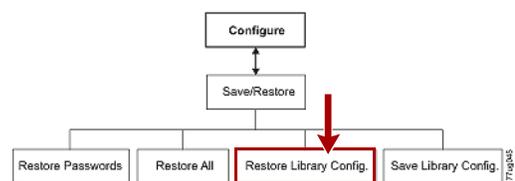
Verify the connections are good and then turn the power ON.



## Complete the Exchange

### Load Library Configuration

1. Plug a **USB drive** into the rear panel.
2. At the Operator Control Panel, press:  
**Configure > Save/Restore > Restore Library Config.**
3. Remove **USB drive**.

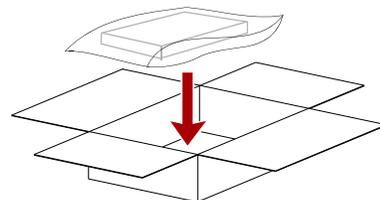


### Return Old Chassis to Overland

For return shipping details and RMA number, go to:

<http://docs.overlandstorage.com/return-instructions>

1. Place the **old chassis** in the anti-static bag and put it in the replacement part's box.
2. Use a return merchandise authorization (RMA) number to return the part to **Overland Storage**.



<http://support.overlandstorage.com>

You can get additional technical support on the Internet at the **Overland Storage Support web page**, or by contacting Overland Storage using the information found on the **Contact Us** page on our web site.