

NEO S-Series Serial Number Location & Registration Guidelines

March 2013

Overview

This Technical Information Bulletin describes where to locate the serial number for a NEO S-series library (100s, 200s, and 400s) to support product registrations, as well as the labels on the tape drives installed within those libraries.

Service Tag Serial Number Locations

Every S-series library has a Service Tag containing all the identification numbers and bar codes. The location varies based on the model.



Figure 1: NEO 200s/400s Service Tag on Pull-out Tab

NEO 100s Location

The Service Tag is located on the left side when looking at the rear of a NEO 100s.

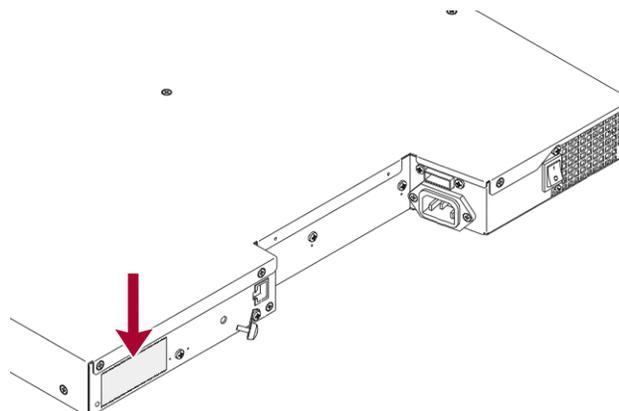


Figure 2: NEO 100s Service Tag on Rear Panel

NEO 200s/400s Location

At the rear of the unit, near the network cables, is a plastic tab located at the bottom edge. Pull the tab out to view the ID label.

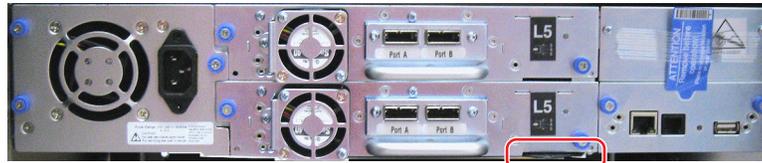


Figure 3: NEO 200s/400s Pull-out Tab Location

Serial Number Registration Procedures

The part number and serial number identification labels are placed on each library chassis in two different locations. The two labels are identical with one placed on the bottom of the library chassis and the other placed on the service tag. The label placed on the service tag is placed on the upper portion of the service tag.

IMPORTANT: The lower portion of the service tag should be ignored. It shows a different 11S tracking number for the library chassis. That number is not used by the Overland Storage Technical Support Group.

Serial Number Format Guidelines

For Product registration, parts of the 11S Serial Number for the Library (a 22 or 23 character alphanumeric code) must be entered into the Overland Technical Support Service Portal at <http://support.overlandstorage.com>. This is done by noting the full 11S Serial Number as seen on the Service Tag (where “xxxxx” is five unique numbers):

(11S) PN:00V7150 SN: Y1Nte78Bxxxxx

Then enter only the core parts of that number into the service portal using only the core characters without the parenthesis, “PN:”, and “SN:” parts:

11S00V7150Y1Nte78Bxxxxx



Figure 4: NEO 200s/400s Service Tag on Pull-out Tab

Library Chassis Label Serial Number

A Library Chassis label is located on the bottom of the Library Chassis:

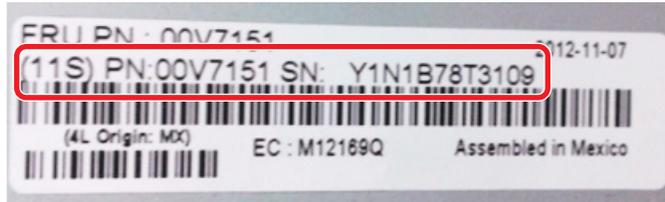


Figure 5: Library Chassis Label Serial Number Example

This number is not used by Overland Storage Technical Support Group. It should not be confused for the official NEO S-series library Serial Number.

NEO S-series Web Management Interface Seven-digit Serial Number

The NEO S-series Web Management Interface displays a seven-digit “Serial Number” on the Library Identity page. This is not the library serial number but an internal identity number. An example of this is shown in Figure 4:

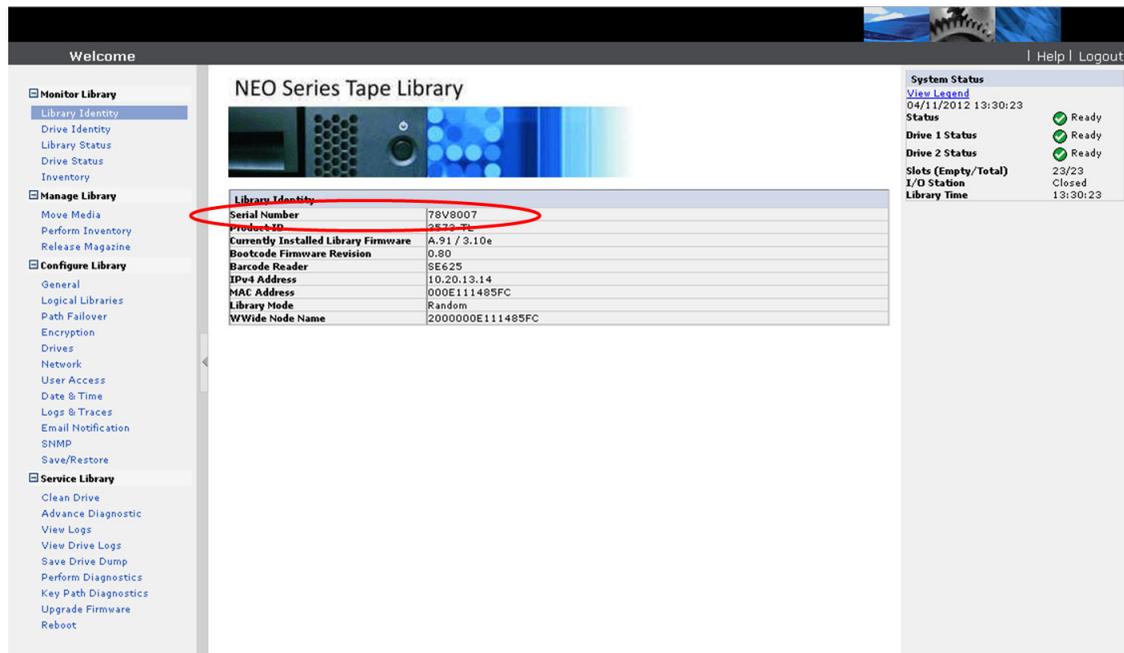


Figure 6: NEO Series Web Interface 7-digit Serial Number Example

NOTE: This seven-digit “serial number” is not a valid number that can be used for self-registration on the service portal. Only the serial number found on the library’s physical Service Tag can be used.

Registration Support

If you are unable to access the library chassis or service tag labels, you must contact the Overland Warranty Administration team to process your registration manually. Use the following steps to register your library manually:

1. Make note of the seven-digit “serial number” that you see on the Library Identity page of the Web Interface (see Figure 4 for an example). You will need to provide that number during the registration.
2. You will also need to provide proof of purchase for your NEO S-series library. The proof of purchase should show the date purchased, the vendor from which it was purchased, and the part number or product description of the NEO S-series library purchased. If any service contract coverage uplifts were purchased, proof of those purchases are also required.
3. Provide this 7-digit “serial number,” with your proof of purchase, to the Overland warranty administration team using one of the following contact methods.
 - Email the information to warranty@overlandstorage.com.
 - Call us during normal business hours at the phone number for your area found at this link:
<http://support.overlandstorage.com/support/contact.htm#ts>.

Tape Drive Serial Number

The part number and serial number Service Tag for tape drives are located on the top of the drive sled. Earlier versions (prior to December 2012) had the labels located on the fan-side of the drive sled.

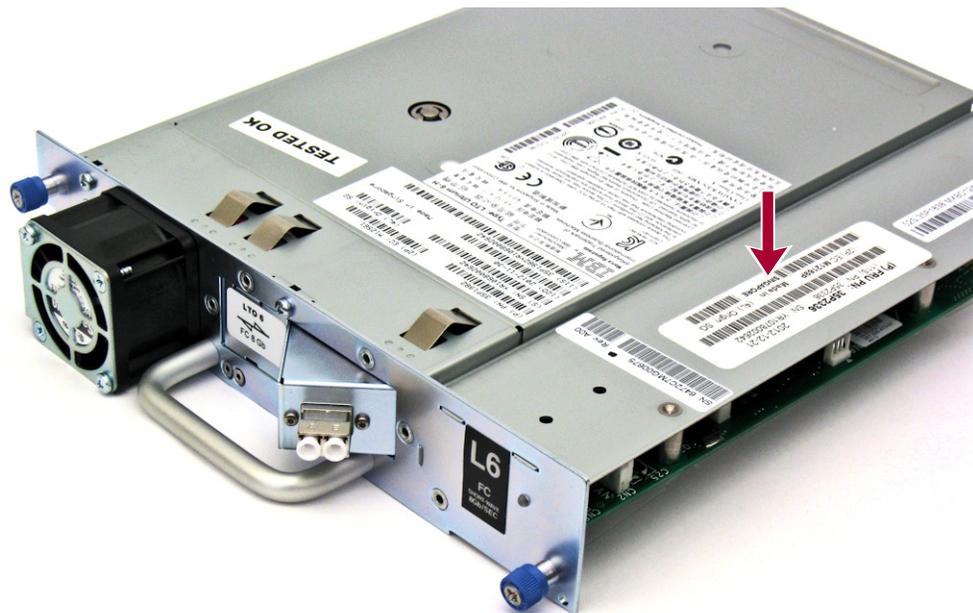


Figure 4: Current Location of Serial Number Label on Drive Sled

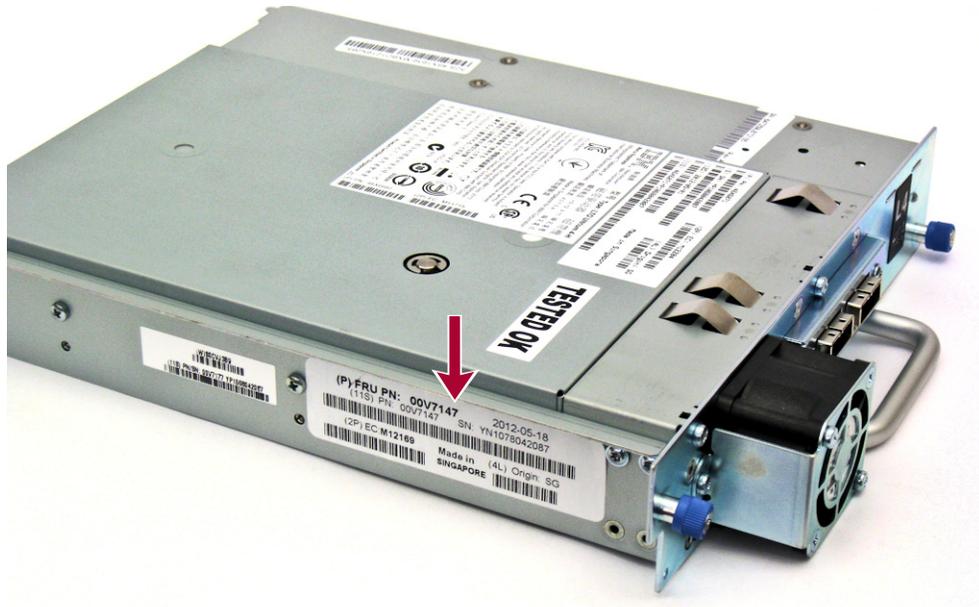


Figure 5: Earlier Location of Serial Number Label on Drive Sled Side

Tape Drive Serial Number Format Guidelines

For Product registration, the “11S” Serial Number for the Tape Drive (a 22 or 23 character serial number), must be entered into the Overland Technical Support Service Portal at <http://support.overlandstorage.com>. It should be registered as a “component” of the NEOs Tape Library in which it is installed. This means that the NEOs Tape library must be registered first (see the instructions at the beginning of this document) before the Tape Drive can be registered as a component of that library.

You can get additional technical support on the Internet at <http://support.overlandstorage.com>, or by contacting Overland Storage using the information found on the [Contact Us](#) page on our web site.