

NEO 8000e Field Boot Code Upgrade Procedure (7.1.048)

May 2013

Preface

This Technical Information Bulletin documents the procedure for upgrading the NEO 8000e boot code for firmware version 7.1.048 and higher.

Prerequisites

Prior to performing this procedure, ensure that you have the following:

- NEO / NEO-E serial cable (DB9-RJ11)
- NEO 8000e 7.1.048 firmware image file (Neo8ke_7-1-048.bin)
- NEO8000eCenter software version 1.06.002 (106002.zip package available from Overland Technical Support)

Overview

This procedure should only be performed under the direction of Overland Storage Technical Support to perform a field upgrade of the firmware and boot code. When upgrading boot code, the upgrade process should not be interrupted until the entire upgrade has completed successfully and the library has rebooted. Failure to follow these guidelines could cause an unrecoverable library error.

Procedure

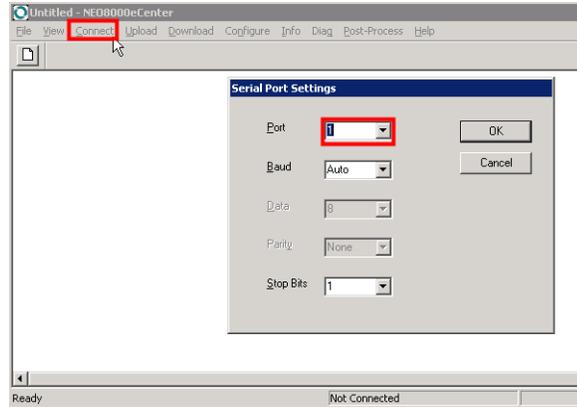
1. Connect the **NEO-E serial cable** between your host computer and the serial port on the NEO 8000e library controller card.
2. Unzip and extract **NEO8000eCenter version 1.06.002** to a working directory on your host computer.

NOTE: NEO8000eCenter 1.06.002 is specifically used for upgrading a NEO 8000e library to firmware version 7.1.048.

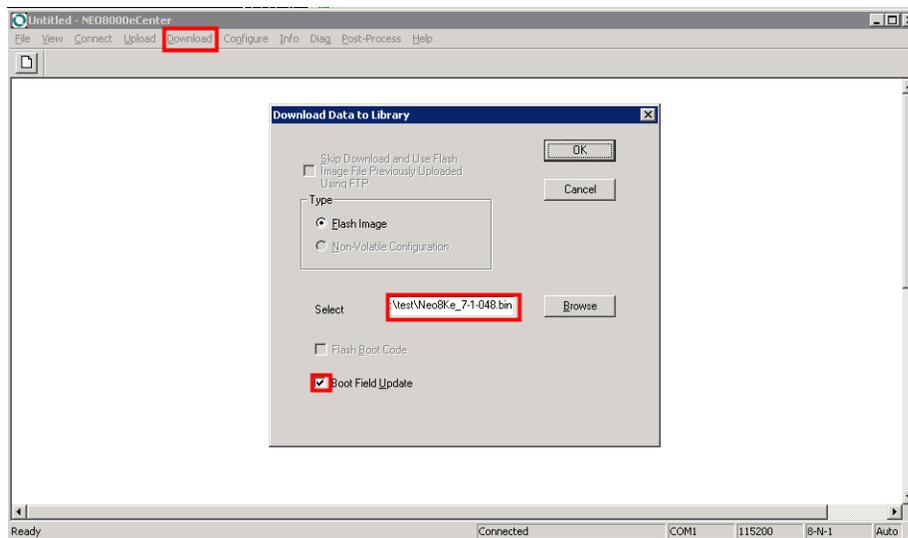
The zip file password is *71048*. Three files should be extracted:

- FieldBootUpdate8Ke_1.06.002.exe
- Neo8000e.tdb
- Wsc32.dll

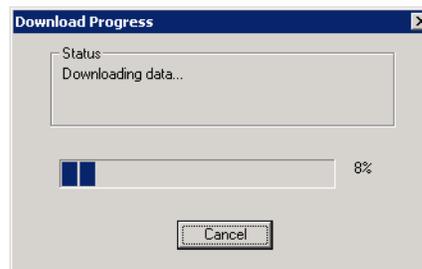
- Copy the NEO 8000e firmware version **7.1.048** to the same working directory on your host computer where you copied the zip file.
- Double-click the **EXE file** (FieldBootUpdate8Ke_1.06.002.exe) to launch NEO8000eCenter 1.06.002. Click **Connect**, choose the appropriate COM port, and click **OK**.



- Click **Download**, then browse and select the NEO 8000e 7.1.048 firmware image. Ensure that the Boot Field Update box is checked, then click **OK**.

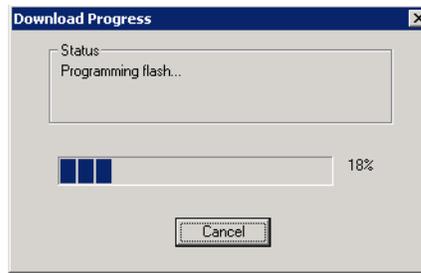


The Download Progress dialogue box should appear. This download and flash will take 8-10 minutes.



IMPORTANT: Do NOT interrupt this download and flash programming sequence or unrecoverable library errors may occur.

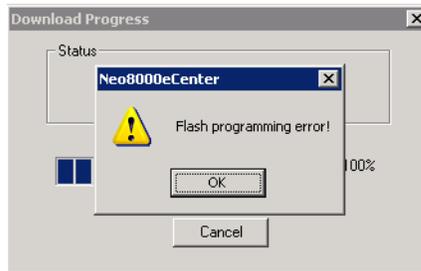
Several progress screens appear during the flash programming process:



Successful completion of the programming is indicated by the following dialogue box:



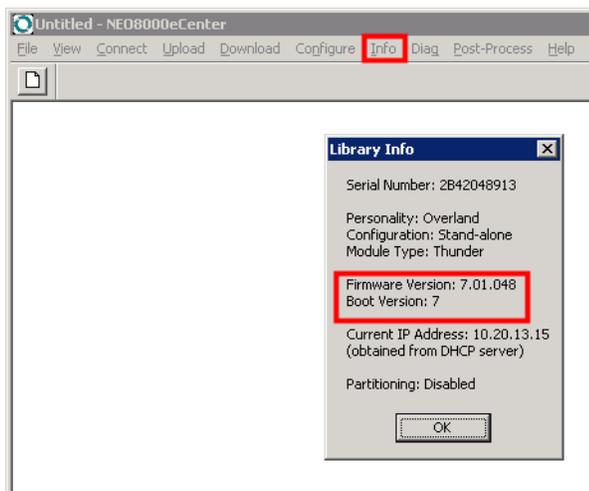
Depending on the version of firmware originally installed, you may see the following error message after the download reaches 100%. This is an erroneous message and the flash programming is continuing in the background. Click **OK**.



After the update completes, a rebooting message is shown and the library automatically reboots.

6. When the reboot completes, use the NEO8000eCenter utility to connect to the NEO 8000e again. As before, click **Connect**, choose the appropriate COM port, and click **OK**.
7. Click **Info** to download the Library Info from the NEO 8000e for verification.

- At the **Info** screen, confirm that the Firmware Version is **7.01.048** and the Boot Version is **7**.



- Disconnect the **NEO-E serial cable** and resume normal library operation.
This completes the firmware and boot code update procedure for Version 7.1.048 and higher.