

NEO Series® IBM LTO-6 Tape Drive Support on Windows Server 2003

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Preface

This Technical Information Bulletin describes the compatibility of an IBM LTO-6 tape drive on Windows Server 2003.

Problem

IBM LTO6 tape drives may not show up properly, or at all, on Windows Server 2003.

Overview

As operating systems reach the end of their natural life cycle, it is common for other software and hardware vendors to choose to not support the legacy operating system on their newer software/hardware products. This most often occurs because these hardware/software vendors see that the operating system vendor itself is preparing to announce end of support on the legacy operating system.

Such is the case with Windows 2003. Microsoft announced that as of July 13, 2010, they would no longer provide automatic fixes, updates, or technical assistance on the Windows 2003 platform.

In response, IBM suspended driver development on the Windows 2003 platform as of IBM Tape Driver version 6.2.1.7.



IMPORTANT: IBM LTO-6 tape drives require a minimum driver level of version 6.2.3.3 or above. As a result, Windows 2003 cannot configure IBM LTO-6 tape drives and IBM LTO6 tape drives are not supported on the Windows 2003 platform.

Resolution

In order to properly install and configure an IBM LTO-6 tape drive on a Windows system, a customer must configure a supported environment - such as Windows Server 2008 or Windows Server 2012. The tape IBM Tape Driver version 6.2.3.3 or higher supports these versions of Windows.

An alternate resolution may be to use a backup application that either provides its own set of tape device drivers or does not use tape drivers (pass-thru). Following is a list of those backup applications that can be used with Windows Server 2003 with IBM LTO-6 tape drives.

- Symantec Backup Exec
- IBM TSM

- Quest/Dell NetVault
- Computer Associates ARCserve
- HP Data Protector
- Retrospect

NOTE: Please contact the appropriate backup software service team for any additional details of support for these environments.

References

Windows Overland Storage NEO Compatibility Matrix:

<http://www.overlandstorage.com/PDFs/Overland-Matrix-NEO.pdf>

Overland Storage NEO Driver Installation Document:

http://www.overlandstorage.com/pdfs/TIB-NEO_Windows-DriverInstallation_r5.3.pdf

IBM Technote for Windows Server 2003 and IBM LTO-6:

<http://www-01.ibm.com/support/docview.wss?uid=swg21633872>

Microsoft Life Cycle:

<http://support.microsoft.com/lifecycle/search/default.aspx?alpha=Windows+Server+2003+R2>