

NEO 2000e/4000e Firmware Version 2.2.019 Release Announcement

September 2016

Preface

This Product Information Bulletin announces the release of the NEO 2000e/4000e Tape Library Version 2.2.019 firmware. The previous general availability firmware release was Version 2.2.017.

Models Affected

All current NEO 2000e and 4000e models are affected, including all HP and IBM LTO-drive configurations.

Upgrade Considerations

Make sure all active jobs to the NEO tape library (backup/recovery) are completed, or on hold prior to performing the upgrade.

NOTE: If upgrading a NEO 4000e from Version 1.xx, it is recommended that the library position offsets be cleared (Menu > Maintenance > Clear SRAM Position Offsets).

The firmware release utilizes version 2.10.0 of the NeoECenter serial port utility. This utility is not required for basic operation of the library, and should only be used under the direction of Overland Technical Support. NeoECenter 2.10.0 is available for download from the Overland Storage FTP website.

Downgrades are Not Supported

Downgrades are not supported.

Changes and Enhancements in Version 2.2.019

- **Initialization** – Fixed an issue where initialization would fail (FSC: 3061) with new shuttle board (OVL P/N: 60600689-001/F).
- **Cartridge Move Operations** – Modified the rotary stop lock algorithm for faster position lock and accuracy.

Previous Changes and Enhancements

- **Internal Communications** – Multiple improvements to internal communications in multi-module libraries. Addressed slave disconnect issues. New FSC 600A (Slave IP not in Module table) will be reported as a warning if the master receives a slave message and is unable to resolve the source normally.
- **Cartridge Move Operations** – Improved handling of cartridge move operations.
 - Servo accuracy improved with PID trimming.
 - Drive centroid calculation now limits the down direction search after an upper stall has been detected.
- **Drive Cleaning** – Improvements of drive clean operations to address auto clean a drive multiple times and various handling and reporting issues. New FSC 8014 (Auto Clean Unsuccessful) will be reported if a clean drive is unsuccessful. New FSC 5011 (All Cleaning Slots Empty) will be reported if a drive clean operation is attempted when all Cleaning Slots are empty. FSC 5015 (Expired Cleaning Media Reported By Drive) has been replaced with FSC 800E (same error message). FSC 5016 (Invalid Cleaning Media Reported By Drive) has been replaced with FSC 8010 (same error message).
- **FSC 3041 during Autoclean** – Fixed an issue where a move command triggers an auto clean that selects a slot which has not been configured.
- **Incorrect Drive Location Reported** – Fixed an issue where the library may report the wrong drive location and partition.
- **Web Management Interface** – Fixed an issue where the Web Management Interface physical status page displayed drives incorrectly.
- **FSC 301C after Library Reboot** – Fixed an issue where the library may issue a 301C fault code if rebooted with tapes in an ejected state.

Downloads

The NEO firmware version 2.2.019 is available for download by supported NEO 2000e/4000e users with active software entitlement agreements from:

http://ftp.overlandstorage.com/Firmware/Neo_Series/NeoE/NEO2000E_4000E/

A link to the FTP site plus additional documentation on how to operate, configure, and support your NEO 2000e or 4000e is available on the NEO library support website:

<http://docs.overlandstorage.com/neo>