Windows 10 and LTO-8 Drives

December 2019

This document describes a Microsoft update required in order to support an IBM LTO-8 tape drive used in a NEO tape library.

Problem

IBM LTO-8 tape drives may not show properly in Windows 10 Device Management.

Description

The tape drive shows a question mark (**?**) on the device. This means a device driver for the IBM ULTRIUM-HH8 SCSI Sequential Device is neither found natively on the system nor via an online search.

Solution

Windows 10 supports IBM LTO-8 with Microsoft feature update **1809/17763.292** (2019-01-22) or higher. The update is to the Ltotape.sys driver to add native support for Linear Tape-Open (LTO-8) tape drives.

The following link is Microsoft KB article **KB4476976** which lists the improvements and fixes to this feature update to support LTO-8 drives:

https://support.microsoft.com/en-us/help/4476976/windows-10-update-kb4476976

For more information on compatibility, please visit Overland-Tandberg site:

https://www.tandbergdata.com/us/index.cfm/support/compatibility/compatibility/

For information on NEO tape libraries, tape drives, and other Overland-Tandberg products, visit our Knowledge Base at:

https://www.overlandtandberg.com/knowledgebase/

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