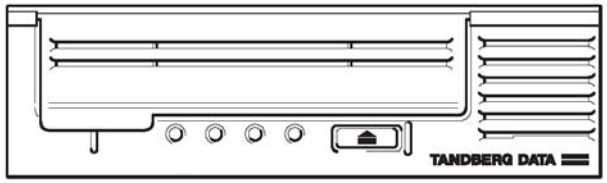
TANDBERG DATA

Quick Start Guide

NEO LTO-7
Internal Tape Drive

10400743-001

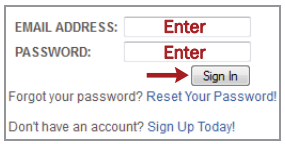


Step 1

Register the Unit

It is **essential** to activate your warranty. Technical and warranty support are **not available** until the warranty is active:

1. Go to http://Registration.tandbergdata.com/ and select **Service & Support > My Products**.
2. At the Site Login, enter your **email address** and **password**, and click **GO**.
3. Click **Register New Product**.
4. Fill in the information (including serial number) and click **Submit**.



Your warranty certificate will be emailed to you. Follow the instructions included in the email to complete the registration process.

Step 2

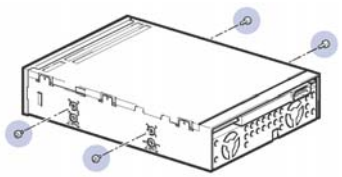
Install and Connect to Host HBA

The following instructions are valid ONLY for servers with an HBA that supports internal SAS ports. If you do not already have a SAS card installed, you must supply an SAS cable and a supported HBA card and cable. If your drive is fiber channel, then you will need a fiber channel (FC) cable and supported FC HBA card. Refer to www.tandbergdata.com for recommended products. You need a spare PCI slot for the new HBA.

1. If necessary, install the new HBA.

   Follow the instructions supplied with the HBA to install the new SAS HBA or FC HBA card.

2. Attach the mounting hardware with the four supplied M3 x 3mm screws.



IMPORTANT: Follow the instructions in the screw pack. You may damage your tape drive if you use screws that are too long, because the Tandberg LTO half-height tape drive allows only 3mm of the engagement of the screw into the drive.

NOTE: The illustration shows one method of mounting hardware; it does not apply to all servers. Please refer to your server documentation.

Install the Tape Drive

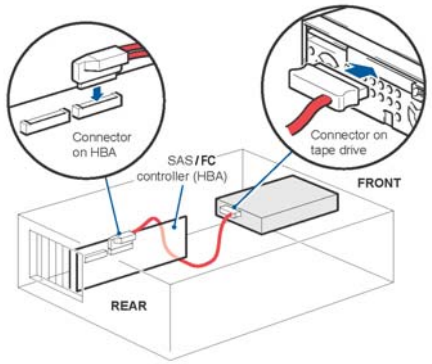
1. Slide the tape drive into the drive bay.
2. Secure the drive with the supplied screws.

IMPORTANT: If cable access for the tape drive bay is awkward, it may be easier to access power and other connections if the tape drive is installed in the top bay. You may need to move other devices to lower bays to achieve this.

Step 3

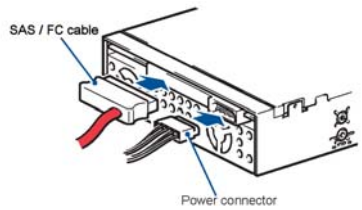
Connect Network and Power Cords

1. Connect the customer-supplied SAS or FC cables to the server SAS or FC HBA card and to the drive interface port.



2. Connect the SAS/FC and power cables to the tape drive.

CAUTION: Always use a spare power cable from the server's internal power supply. Never use the SAS connecting cable to supply power.



3. Power up the server.

   Watch the boot screen carefully after installation. Check to see that the new SAS or FC tape drive is listed in the boot sequence. If there are any error or unexpected messages, go back and check the cabling carefully.

4. Install drivers.

   For Windows systems, download the latest drivers from www.tandbergdata.com. For other operating systems, patch to the latest version of the operating system, following the instructions in the patch documentation.

5. Upgrade backup software.

   Always upgrade your software application to ensure it works correctly with the tape drive. Tandberg Data does NOT recommend native backup applications, such as Windows Backup, because they do not support the full features of the tape drive and may cause performance problems.

NOTE: Some backup applications require you to use their own drivers. Refer to the documentation of your software application to ensure you are using the recommended driver.

Step 4

Hardware Encryption and Tandberg LTO-7 Tape Drive

Your Tandberg LTO-7 tape drive provides the ability to hardware encrypt your data, applying the strongest level of AES industry-standard encryption and protecting the data from unauthorized access and use.

Your Tandberg drives uses the LTO Ultrium 6000 GB data cartridge and is compatible with the cartridges of its predecessors, the Ultrium Tape Drive Generation 6, and Generation 5. The drive completes these functions:

- Reads and writes Ultrium 7 cartridges to Ultrium 7 format, including WORM and Data Encryption.
- Reads and writes Ultrium 6 cartridges to Ultrium 6 format, including WORM and Data Encryption.
- Support for encryption on Ultrium 5, Ultrium 6, and Ultrium 7 tape cartridges.

Hardware encryption can be used with or without compression and without speed or capacity penalties.

CAUTION: Hardware encryption is a powerful feature, but should be used with care. If you need to import your media onto another machine or to recover after disaster you will be required to enter an encryption key.

- Hardware encryption is turned off by default and is switched on by settings in your backup application, where you also generate and supply the encryption key.
- Your backup application must support hardware encryption for it to work. The software supplied with the tape drive provides this support. See www.tandbergdata.com for an up-to-date list of backup software.
- You should keep a record or backup of your encryption keys and store them in a secure place separate from the computer running the backup software.
- If you are unable to supply the key when requested to do so, neither you nor Tandberg Data Support will be able to access the encrypted data.

Step 5

Choosing and Looking After Media

Your high-performance tape drive works best with high-performance Tandberg LTO-7 media. For optimum performance always use a data cartridge that matches the specification of your tape drive.

The recommended cleaning cartridge is the Tandberg LTO universal cleaning cartridge. This cartridge is designed to work with any Ultrium drive and may be used for up to 50 cleanings.

It pays to look after your media.

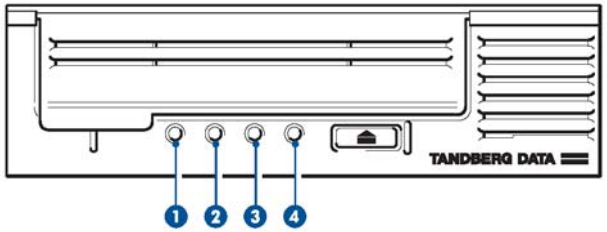
Many tape drive and backup failures are caused by damaged or badly handled tape media.

- Keep media in the case provided.
- Follow the temperature, humidity and acclimitization guidelines on the media packaging.
- Avoid dropping it or rough handling, as this is likely to damage the cartridge.
- Inspect it regularly for damage.
- Do not exceed normal cartridge life (260 full volume backup or restore operations).

For detailed information on media care and best practice and to order online, refer to www.tandbergdata.com

Step 6

Understanding the LEDs



1. **Clean** (amber)
   - On: cleaning cartridge in use.
   - Off: the drive does not require cleaning.
   - Flashing: the drive needs cleaning.
2. **Tape** (amber)
   - Off: no fault has been detected.
   - Flashing: the cartridge currently in the drive is faulty (damaged or unsupported). Discard the cartridge.
3. **Drive** (amber)
   - Off: no fault has been detected.
   - Flashing: the drive mechanism has detected a hardware error.
4. **Ready** (green)
   - On: the drive is ready for use.
   - Off: the drive power is off or there was a failure during self-test.
   - Flashing: the drive is busy.

Step 7

User Guides

This and knowledge base articles **available online**:

http://www.tandbergdata.com

Select your product from the drop-down menus to view the documentation available.

http://www.tandbergdata.com

Warranty and Technical Support

For warranty and technical support information, see our **Technical Support Services** web page:

http://www.tandbergdata.com

For information on contacting Tandberg Data Support, see our **Contact Support** web page:

http://www.tandbergdata.com

http://tandbergdata.com
You can get additional technical support on the Internet at the Overland Storage Support web page, or by contacting us using the information found on the Contact Us page on our web site.
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