

# Technical Information Bulletin

## Installing NEO Tape Device Drivers for Windows Environment

### PREFACE

This document describes how to install the tape drive and medium changer device drivers for NEO Series libraries in a Windows system (Windows 2003R2/2008R2 32bit and 64bit) environment. The driver version documented is version 6.2.1.7 for Windows 2003 which supports IBM LTO-4 and LTO-5 tape drives only. The tape driver for Windows 2008 is version 6.2.3.3 which supports IBM LTO-4, LTO-5 and LTO-6 tape drives.

Additional information about implementing IBM LTO-6 in a Windows 2003/2008 environment can be found in the *Important Notice* section of this document.

The driver zip file mentioned in this document contains additional information which can be found in the *install\_README.txt*. Note, Backup Software and Independent Software Vendor (ISV) is used interchangeably throughout this document.

This document covers the driver installation for the following Overland NEO S-series and NEO E-series Tape Library products. The \* denotes information found in the *Important Notice* section.

#### **NEO S-series (100s, 200s and 400s) Medium Changer and Tape Drive**

- NEO 100s - **3572-TL**
- NEO 200s and 400s - **3573-TL**
- LTO-4 Half-Height - **IBM ULTRIUM-HH4**
- LTO-5 Half-Height - **IBM ULTRIUM-HH5**
- LTO-6 Half-Height - **IBM ULTRIUM-HH6 \***

#### **NEO E-series (2000e, 4000e, and 8000e) Tape Drives**

- LTO-4 Full-Height - **IBM ULTRIUM-TD4**
- LTO 5 Full-Height - **IBM ULTRIUM-TD5**
- LTO 6 Full-Height - **IBM ULTRIUM-TD6 \***

#### **NEO 3580 External Standalone Tape Drive**

- LTO-4 Half-Height - **IBM ULTRIUM-HH4**
- LTO-5 Half-Height - **IBM ULTRIUM-HH5**
- LTO-6 Half-Height - **IBM ULTRIUM-HH6 \***

### Table of Contents

Important Notice.....	2
Download and Extract Tape Device Drivers.....	3
Device Verification in Windows Device Manager.....	4
Tape Device Driver Installation Procedure.....	6
Verification of Tape Device Driver Installation.....	10
Tape Device Uninstall Procedure.....	12
Additional Comments.....	12

# Installing NEO Tape Device Drivers on Windows Environment

## Important Notice

### ***Determine whether the Backup Software requires a Tape Device Driver***

There are some Independent Software Vendor or Backup Software vendor which requires the NEO tape device drivers to be installed before configuring the backup software, while there are others that do not require the NEO tape device drivers or any drivers at all. There are also others that may use their own tape drivers. Additional information on whether to use or not use a tape device driver can be found with the Backup Software's documentation. Here is a list of the most common Backup Software which may or may not need the NEO tape device drivers.

- CommVault Simpana – Requires Tape Device Drivers
- Symantec NetBackup – Requires Tape Device Drivers
- EMC Networker – Requires Tape Device Drivers
- Symantec Backup Exec – Requires Tape Device Drivers
- IBM Tivoli Storage Manager – Requires TSM device drivers
- HP Data Protector – Does not require Tape Device Drivers
- Computer Associates ARCserve – Does not require Tape Device Drivers
- Quest NetVault – Does not require Tape Device Drivers
- Retrospect – Does not require Tape Device Drivers

Determine whether or not you need to install the tape device drivers before moving forward with the driver installation. If the software you are configuring is not listed, please refer to the software manufacturer's installation and configuration guides on best practices using tape device drivers.

### ***IBM ULTRIUM LTO-6 Tape Driver Support***

If tape device drivers are required for the ISV package, the native LTO-6 Tape Device drivers for Windows 2008 can be downloaded from Microsoft's website as a Hot Fix to support IBM LTO-6 tape drives and the IBM Tape Driver can also be downloaded from the Overland Storage Support Portal. This IBM driver version 6.2.3.3 is only compatible and supported on Windows 2008 platforms.

<http://support.microsoft.com/kb/2619836>

At the time of writing this TIB, Windows 2003 does not support IBM LTO-6 natively. The only support for IBM LTO-6 on Windows 2003 environment is with the use of a Backup Software (ISV) that either provides their own set of device drivers or does not require tape device drivers. For example; Symantec Backup Exec and Tivoli Storage Manager provides their own set of device driver. Whereas, the following Backup Software such as Quest NetVault, Computer Associates ARCserve, HP Data Protector and Retrospect do not require tape device drivers.

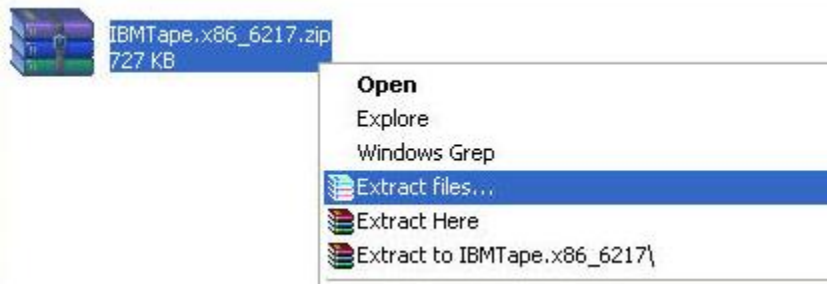
# Installing NEO Tape Device Drivers on Windows Environment

## Download and Extract Tape Device Drivers

1. Download the driver from the Overland Storage Web Portal. Click on the following link to download the driver. Download the driver to a temporary directory on the local system with the tape devices attached to.

<http://support.overlandstorage.com/support/neo-series.htm>

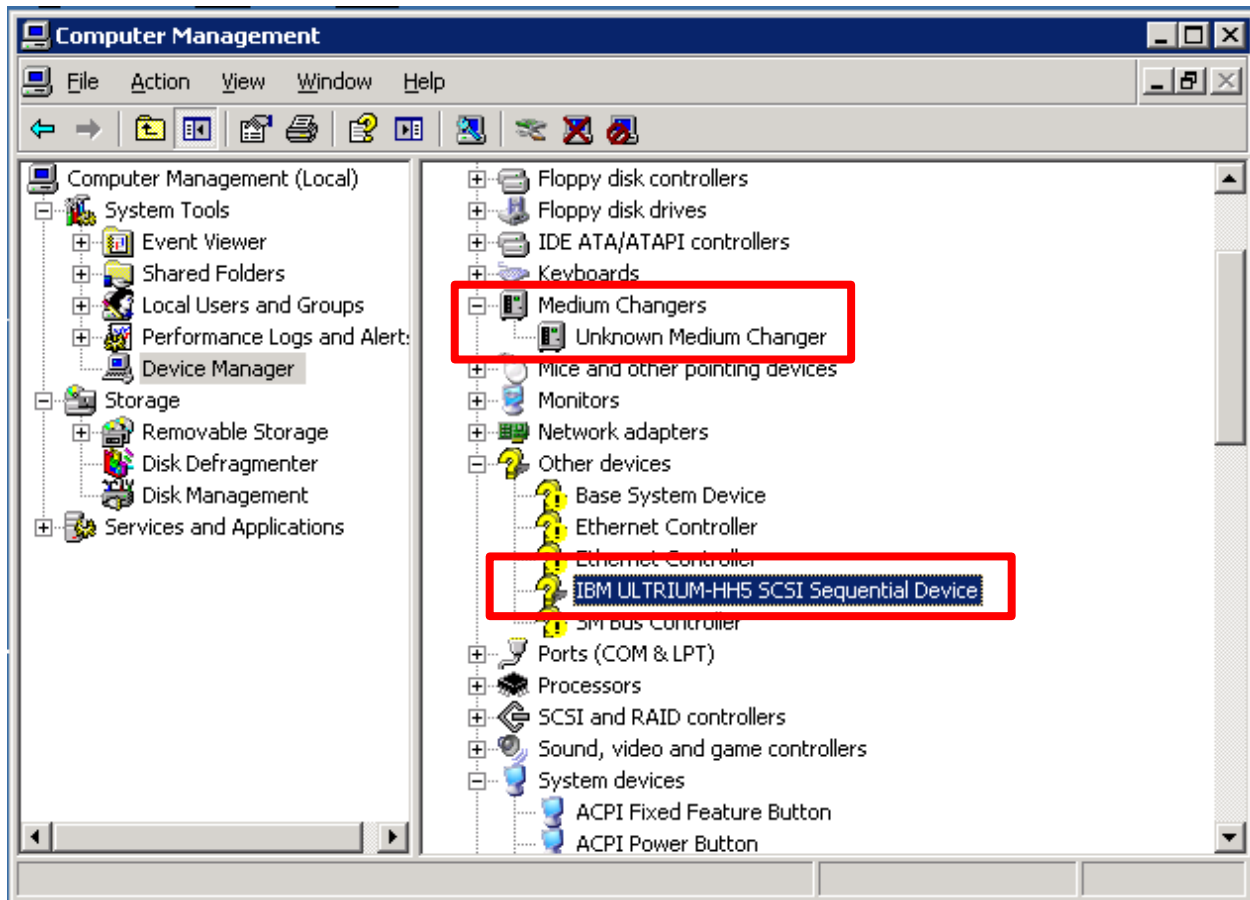
2. Extract the zip file.



# Installing NEO Tape Device Drivers on Windows Environment

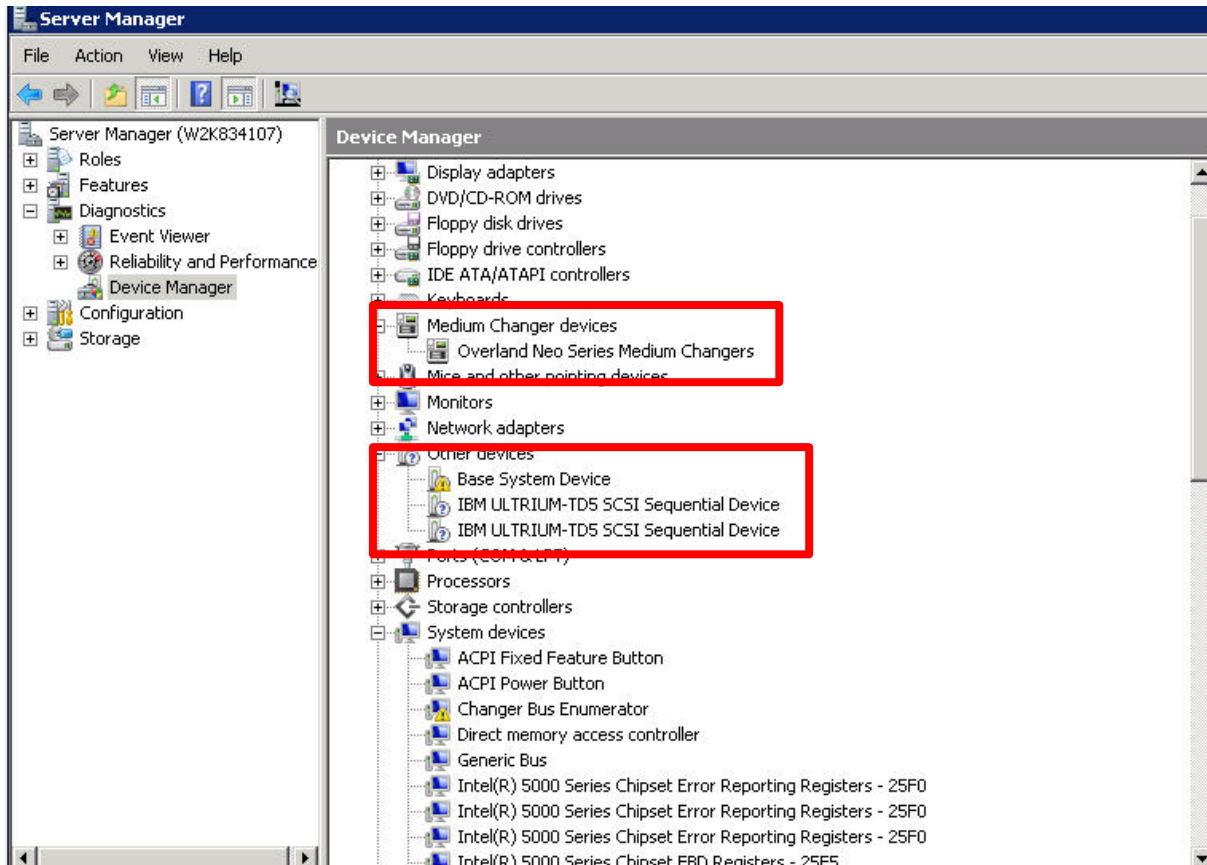
## Device Verification in Windows Device Manager

Verify all devices are present in Windows Device Manager. The example displayed shows a NEO 200s attached with no drivers installed to a *Windows 2003* server.



# Installing NEO Tape Device Drivers on Windows Environment

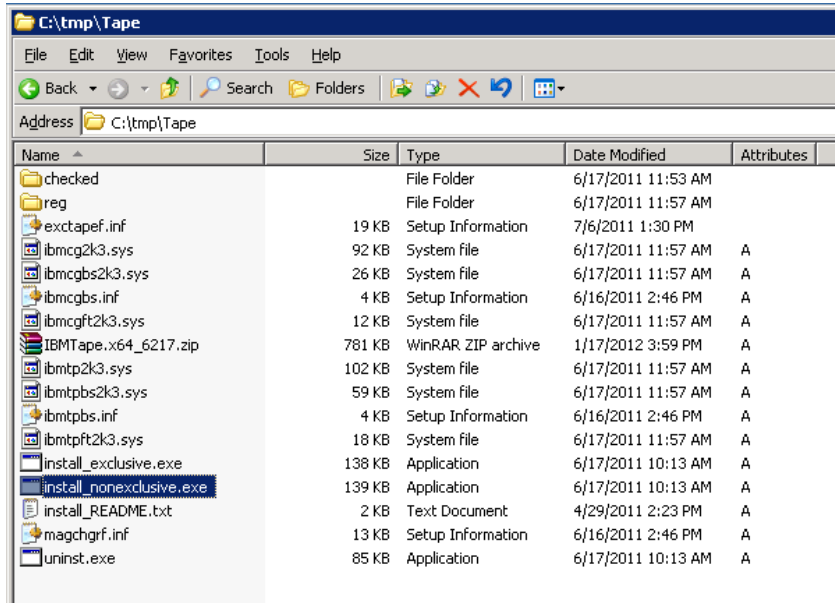
The example displayed shows a NEO 2000e attached with no drivers installed to a **Windows 2008** server.



# Installing NEO Tape Device Drivers on Windows Environment

## Tape Device Driver Installation Procedure

1. Open the temp directory where the driver is located. Double-click on the ***“install\_nonexclusive.exe”***. **Note** \* Use the install\_nonexclusive.exe for backup software such as Microsoft Removable Storage Manager (RSM), Microsoft Data Protection Manager (DPM), Symantec NetBackup, EMC NetWorker and CommVault Simpana. Use the install\_exclusive.exe for backup software such as IBM TSM.



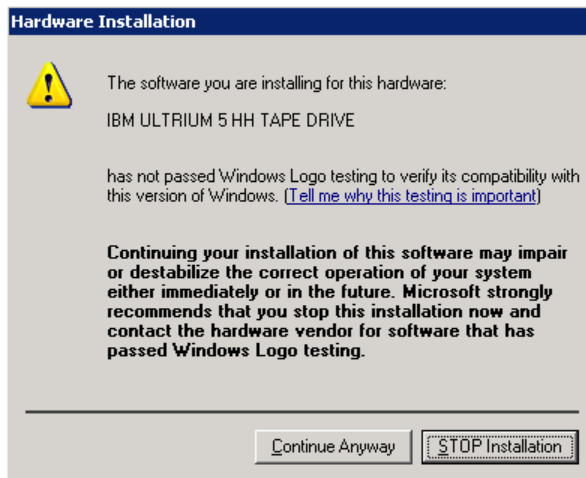
2. Several dialog windows may appear during the *Windows 2003* installation. Click on **Yes** to continue the installation of the drivers.



# Installing NEO Tape Device Drivers on Windows Environment

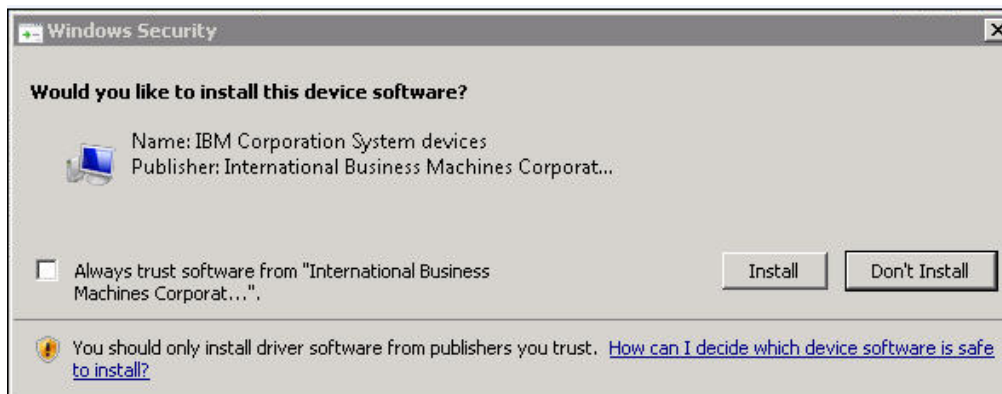


- When the following dialog windows appear, click on **Continue Anyway**.



# Installing NEO Tape Device Drivers on Windows Environment

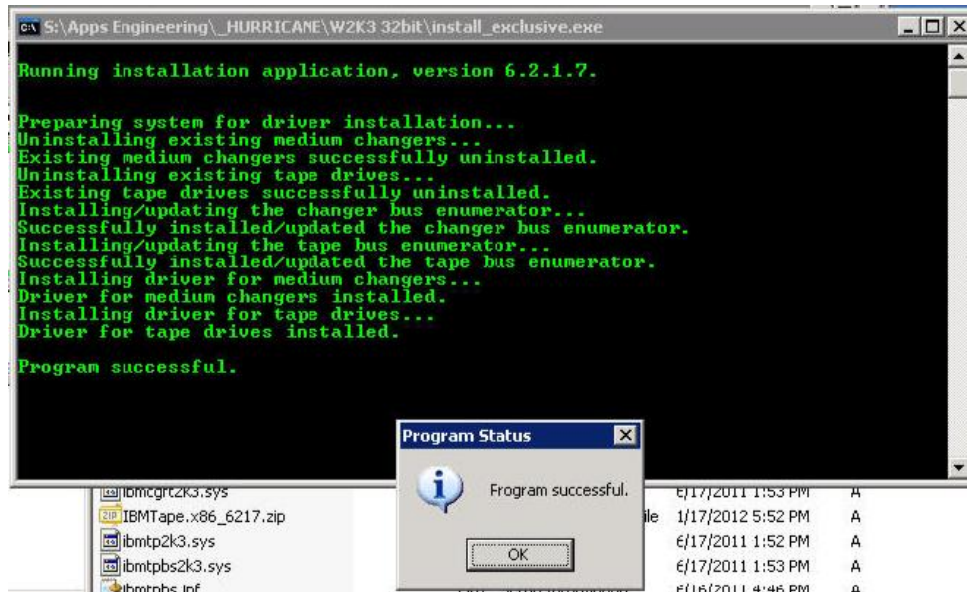
4. When the following **Windows 2008** Security dialog windows appear, click on **Install**.





# Installing NEO Tape Device Drivers on Windows Environment

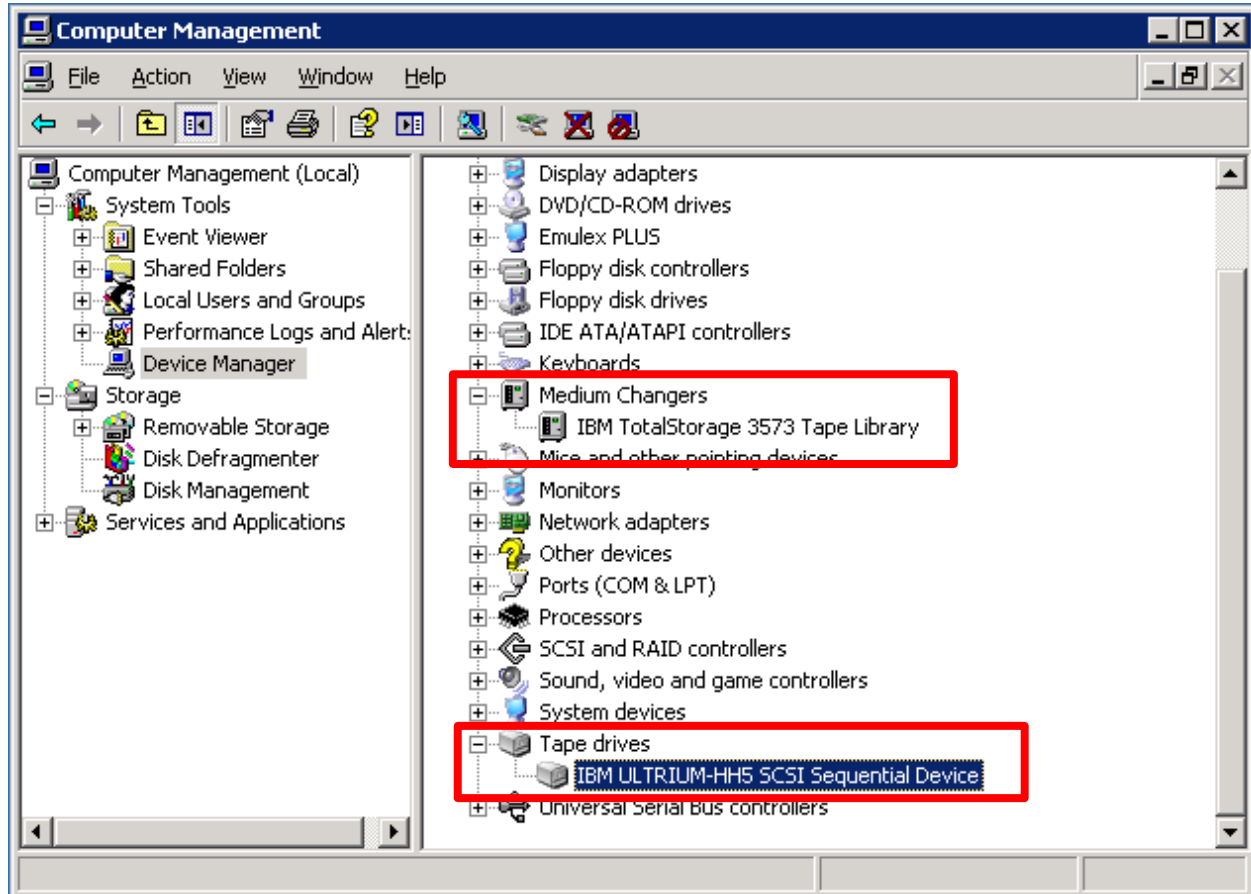
- When the following Program Status appears, Click on **OK** to exit the installer program.



# Installing NEO Tape Device Drivers on Windows Environment

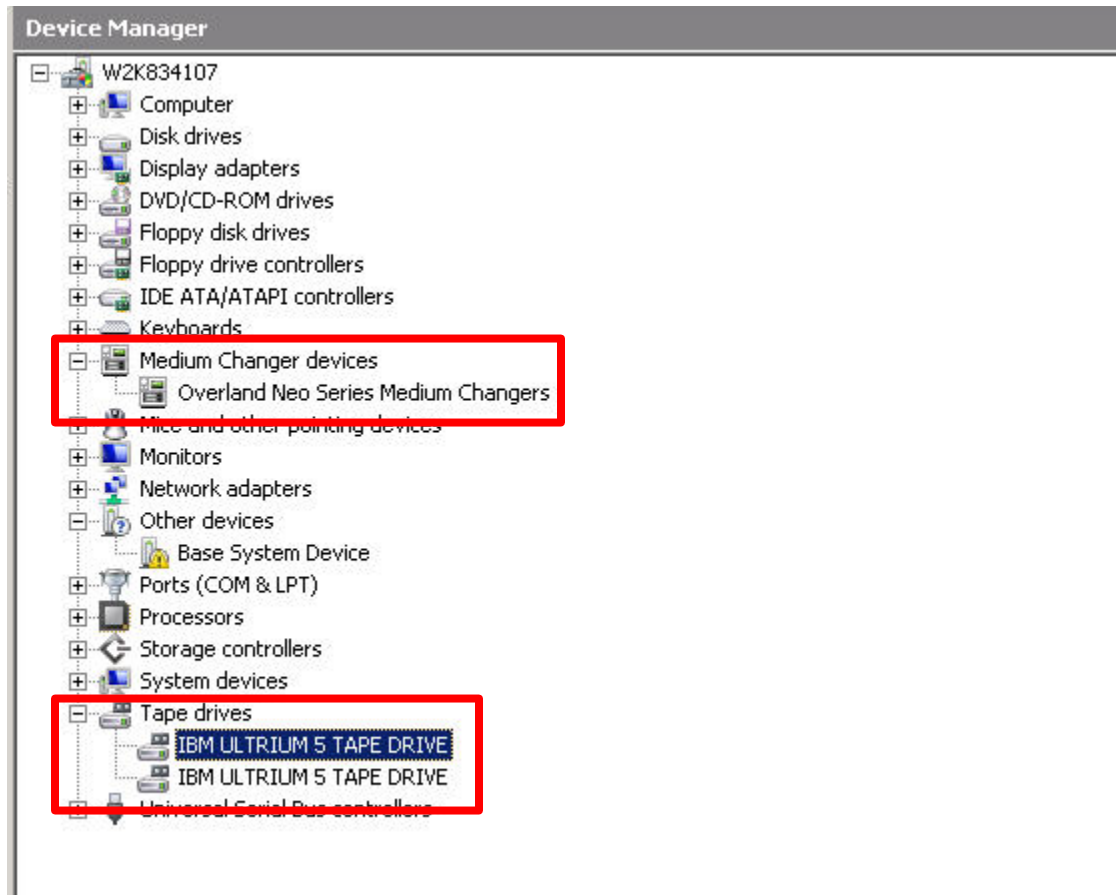
## Verification of Tape Device Driver Installation

Verify in *Windows 2003 Device Manager* that the tape drivers have been installed for the NEO 200s.



# Installing NEO Tape Device Drivers on Windows Environment

Verify in *Windows 2008 Device Manager* identifies the tape device drivers are installed for the NEO 2000e.

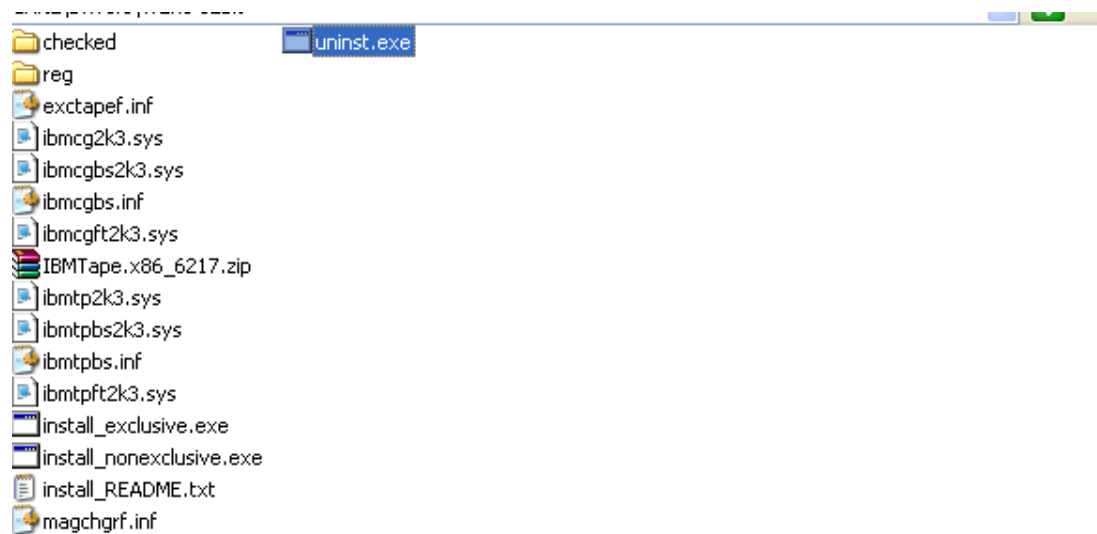


# Installing NEO Tape Device Drivers on Windows Environment

## Tape Device Uninstall Procedure

In order to uninstall the IBM driver, use **uninst.exe** to completely uninstall the drivers.

*Note\* There may be some instances to uninstall a tape device in Windows Device Manager. Right-click on the tape device and select uninstall. A reboot of the server is recommended when doing this.\**



## Additional Comments

- Always verify that the current firmware is installed on your device. All Overland Storage firmware can be found at [ftp.overlandstorage.com](http://ftp.overlandstorage.com)