QUALSTAR®
The Tape Library Experts™

FAQ for Qualstar TLS Libraries
Updated April 1, 2003

1.   Can I mix DLT/SDLT with LTO in the same library?

No you cannot mix the different tape technologies in the same library. Even though the mounting containers look the same and appear to be the same size, there are some differences.

2.   Can I mix DLT and SDLT in the same library?

Yes, you can mix the different DLT tape technologies within the same library, however it is not recommended. Applications do not generally support keeping different media types separated. You also need to rely on the person changing tapes in the library not to put the wrong tapes in the wrong slots.

3.   Can I do a Fibre Channel upgrade in the field?

Fibre Channel is NOT a field upgrade except on the 412XXX, 68XXX and 88XXX models.

4.   The Windows Server does not see the TLS.

Make sure that the Microsoft Medium Changer is being loaded. Follow the procedures outlined in Application Note 18. This note is available at
http://www.qualstar.com/146035.htm

5.   Can I mix the different AIT tape technologies in my library?

Yes, you can mix the different AIT tape technologies within the same tape library, however it is not recommended. The library would need to be split into logical libraries in order to separate the different tapes and tape drives. You also need to rely on the person changing tapes in the library not to put the wrong tapes in the wrong slots. All of these situations could be avoided by using the lowest AIT type media. For example, if you are mixing AIT-1 and AIT-2 drives you would need to use the 35GB tapes to avoid problems when being used in the AIT-2 drives. You would need to use AIT-2 media in a library where both AIT-2 and AIT-3 drives are being used.

6.   How do I find the serial number of the library?

The serial number is located on a silver sticker on the back of the unit by the power plug. The sticker contains the Part Number (P/N) and the Serial Number (S/N).

7.   How do I find the serial number of the tape drives?

The serial number of the tape drives installed in the library can be displayed on the front panel. Press the Menu key, press the Enter key, press the Down Arrow key once, press the Enter key. Then, using the Up and Down Arrow keys, select the drive you wish to display and press Enter.

8.   How do I determine what firmware level is installed in the library?

Press the Menu key on the front panel, press the Down Arrow key once, press the Enter key, press the Down Arrow key twice, and press Enter. This will display a date, part number and revision. The part number and revision are key pieces of information when requesting assistance on you tape library.

9.   Where can I find drivers for the tape drives?

Go to http://www.qualstar.com/146035.htm and click on tape drive support. This will provide you with links to the various tape drive manufacturer websites for drivers.

10.   A tape drive will not unload a tape. How can I eject the tape?

Press the Menu key on the front of the library. Press the Down Arrow key until it points to Operation. Press Enter. Press the Down Arrow key until it points to Unload Drive. Select the appropriate tape drive (i.e. T-1, LT-1, etc) using the Arrow keys and press Enter. If this fails to eject the tape, open the front door and press and hold the eject button on the front of the tape drive for 5 seconds. If the tape still does not unload, call Qualstar Technical Support. NEVER ATTEMPT TO REMOVE THE TAPE IN ANY OTHER FASHION.

11.   How do I determine the age of my library and whether or not it is in warranty?

All libraries carry a three year warranty.

Prior to 2000, the library serial number comprised six digits in the format ymmxxx: y = year (6=1996, 7=1997, etc.), mm = month (01 = January, 02 = February, etc.), and xxx = the number of the individual unit. For example, TLS-4210 s/n 811033 is the thirty-third 4210 built in November, 1998.

Beginning in 2000, the library s/n became seven digits in the format yymmxxx, where the yy values are: 20 = 2000, 21 = 2001, 22 = 2002, etc.

12.   How do I load a code load tape in an SDLT drive?

Apply power to the drive. Push and hold the eject button. When the left LED starts flashing red release the button and press it again. The left and center LEDs should now

be flashing. Insert the new code load tape and wait approximately 5 minutes. When the LEDs stop flashing you may press the eject button to release the code load tape.

**13.	How long do I have to return a product after an RMA has been issued?**

The material must arrive at Qualstar within 30 days of the date the RMA is issued.

**14.	After inserting a DLT IV cleaning cartridge in my DLT1 tape drive, the cleaning LED on the tape drive remains on?**

The DLT IV cleaning cartridges are NOT compatible with the DLT1 tape drives. You must use a DLT1 Cleaning Cartridge.

**15.	I don't need the full capacity of the Qualstar Library I bought, and/or I don't want to pay for software slot licenses I won't use. How do I limit the number of tape cartridge slots to be used by the Library and, thus, presented to software?**

All Qualstar TLS and RLS series libraries can be configured from either the front panel or via Q-Link to change the number of slots reported via SCSI to the software. This is done through the Maintenance Panel or Q-Link by going to: Menu-Configuration-Advanced-Library, and change slot First and/or Last to adjust the total count. If you have configured logical libraries, this value must also be consistent with the logical libraries.

Note for VIOP users: The slots not used can become VIOP slots, following the rules for VIOP slots for your library.

**16.	How can I test my AIT drive to make sure it is working properly?**

If you are on a Windows based server you can download the Sony Diagnostic program from the Sony website, http://sony.storagesupport.com/ait/tape_diagnostic.htm If you are on a Unix based system you can manually load a tape into the drive and perform a tar or dump to the drive, then read what was written.

**17.	Will my Qualstar key work in all Qualstar libraries?**

One key fits all. All models use the same key.

**18.	I am running Windows 2000 Server. Does Removable Storage Manager (RSM) need to be disabled when I install my third party tape backup software?**

RSM needs to be stopped and disabled for most backup applications. RSM has a tendency to take control of the library and drives, which will conflict with the majority of the tape backup software applications. Please contact your backup software vendor for further information.

19. Which magazine should I order for my TLS-4000 library?

The TLS-4000 Series uses two magazines:
If the s/n of your library is 804999 or lower, order p/n 501110-01-3
If the s/n is greater than 804500, order p/n 501110-02-1

20. NetBackup 4.5 is not auto configuring my TLS-4000 series library.

Go to http://seer.support.veritas.com/docs/252152.htm and download the latest patch.
Load the patch and then NetBackup will auto configure the library.

21. How do I upload firmware to my IBM-LTO tape drives from the code load tape?

1. Press the Unload button 3 times. The status light should become solid amber, indicating that the drive is in maintenance mode.

2. Press the Unload button once per second until '2' appears in the single character display.

3. Once the display is '2', press and hold the Unload button for 3 seconds. The display should start flashing 'C'. Insert the code load tape into the drive within 60 seconds. Once the code load tape is inserted into the drive you should see '2' start flashing in the display.

If successful, the drive will rewind the tape and eject it with nothing displayed. If there is a failure, an error code will display before the tape is ejected.

22. How often should my Sony drives be cleaned?

The AIT drives should be cleaned after approximately 200 hours of use or when the LED indicates that a cleaning is required.

23. Can I plug in two separate servers w/host bus adapters into the 2Gb Dual Fibre Channel Option? (412xxx, 58xxx, 68xxx, 88xxx)

Yes. Connect one server to Port 0 and the other server to Port 1 of the 2GB Fibre Channel Option. You will now be able to access the library with either server.

24. At power-up, the library stalls with a "Waiting for Drive" message. How can I resolve this issue?

Open the front door and press the Menu key. Press enter on Configuration, press enter on Drive. You will see a listing for each drive, T1....T4, etc. Press enter on each drive and verify that the proper Model or Mdl is displayed. If one of the drive models is not displayed properly, turn off the library and remove the drive in question. Reinstall the

drive and power the unit back on. If the same error message comes back, verify that the same drive is causing the problem. If it is, call Qualstar Tech Support.

**25.	My library is indicating "Time for Periodic Maintenance" on the front panel. What does this mean and how do I clear the message?**

This message will appear after 120 days of operation. You should perform the following Preventative Maintenance steps:
1. Check the Air Filter. If the Air Filter is extremely dirty (gray or black in color), it should be replaced.

2. Clean all the sensors in the library. The sensors include the following: Cartridge Presence Sensor, I/O Port Sensors and Inventory Sentry Beam Emitter. Clean the sensors using canned air to gently blow off any dust accumulated on the sensors.

3. Clean the exterior of the library using a soft clean cloth and standard office equipment cleaner. Use only ammonia-free cleaner on the glass window.

4. Clean the Gripper Assembly. Plastic dust from the cartridges may eventually accumulate on the Grippers arms or cartridge guide. Remove it using a vacuum cleaner or slightly damp cloth.

5. Clean the tape drives. Run a cleaning cartridge through all the tape drives.

6. Lubricate the leadscrews. Apply a small amount of Braycoat Lubricant, Qualstar p/n: 732-0004-1, to all leadscrews if noise is starting to occur. The Vertical (Y) Axis Leadscrew requires re-lubrication after approximately 200,000 Y-Axis Moves, which is approximately equal to about 100,000 cartridge exchanges.

Please refer to your Installation and Operations Manual - Preventative Maintenance Section for more specific details on Periodic Maintenance.

Once the Periodic Maintenance is performed, you may press the "EXIT" button on the Qualstar library front panel to clear the message.

**26.	I lost or forgot my Administration Name/Password (First Account) for Q-Link. How can I reset it?**

Reset Q-Link back to factory defaults which resets the first account name and password. Press the Menu button, go to Configuration (enter), Q-Link (enter), Arrow down to Set to Defaults (enter).

**27.	Can I install the SAIT drives into my current AIT library?**

No, you cannot install the SAIT into any other Qualstar library.