



FAQ for Qualstar TLS Libraries Updated May 16, 2007

1. Can I mix DLT/SDLT with LTO in the same library?
2. Can I mix DLT and SDLT in the same library?
3. Can I do a Fibre Channel upgrade in the field?
4. The Windows Server does not see the TLS.
5. Can I mix the different AIT tape technologies in my library?
6. How do I find the serial number of the library?
7. How do I find the serial number of the tape drives?
8. How do I determine what firmware level is installed in the library?
9. Where can I find drivers for the tape drives?
10. A tape drive will not unload a tape. How can I eject the tape?
11. How do I determine the age of my library and whether or not it is in warranty?
12. How do I load a code load tape in an SDLT drive?
13. How long do I have to return a product after an RMA has been issued?
14. 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 the software?
15. How can I test my AIT drive to make sure it is working properly?
16. Will my Qualstar key work in all Qualstar libraries?
17. I am running Windows 2000 Server. Does RSM need to be disabled when I install my third party tape backup software?
18. Which magazine should I order for my TLS-4000 library?
19. How do I upload firmware to my IBM-LTO tape drives from the code load tape?
20. How often should my Sony drives be cleaned?
21. Can I plug in two separate servers w/host bus adapters into the 2GbDual Fibre Channel Option? (412xxx, 58xxx, 68xxx, 88xxx)
22. At power-up, the library stalls with a "Waiting for Drive" message. How can I resolve this issue?
23. My library is indicating "Time for Periodic Maintenance" on the front panel. What does this mean and how do I clear the message?
24. I lost or forgot my Administration Name/Password (First Account) for Q-Link. How can I reset it?
25. I get a Red X in RSM for the Medium changer, but it is seen in Device Manager with no Red X
26. How can I flash upgrade my SDLT tape drives in my Qualstar tape library?

27. Can I upgrade my existing TLS-8000 library to the LTO 3 or LTO 4 Direct Fibre Attached (DFA) tape drives?

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?

Yes, TLS libraries can be upgraded to Fibre Channel in the field. Please contact Technical Support for more information.

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.

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, scroll down to Maintenance and press the Enter key. Scroll down to Display Revision and press the Enter key. 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, power off the library and the server it is connected to. Power on the library only. Once the library has completed its self test open the front door and press the eject button on the drive. NEVER ATTEMPT TO REMOVE THE TAPE IN ANY OTHER FASHION. If the tape still does not unload, call Qualstar Technical Support.

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. I don't need the full capacity of the 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 the 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.

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

Please download the Sony Tape Utility program from the Sony website, <http://sony.storagesupport.com/ait/index.htm>

16. Will my Qualstar key work in all Qualstar libraries?

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

17. I am running Windows 2000 Server. Does 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 backup software applications. Please contact your backup software vendor for further information.

18. 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

19. 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.

20. 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.

21. 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.

22. 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.

23. 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. Please refer to your Installation and Operations Manual - Preventative Maintenance Section for actions required.

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

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

To remove all usernames and passwords you must first enable the Private Menu. Once the Private menu has been enabled, press the menu key on the front of the library, press enter on Configuration, scroll down and press enter on Q-Link, scroll down and press enter on Del Admin Passkey. Once this is done you must restart your web browser and set a new username and password.

25. I get a Red X in RSM for the Medium changer, but it is seen in Device Manager with no Red X

Possible Solutions:

A. There are more drives listed in Menu "Configuration/Drives (i.e. 2 drives when there is only one in the library), than there actually is.

B. Go to Microsoft's web site, and get Service Pack 4, which has a fix for this. Microsoft also has a hot patch to fix this problem.

26. How can I flash upgrade my SDLT tape drives in my Qualstar tape library?

You have two options for upgrading the firmware in the SDLT tape drives:

1. Purchase a SDLT firmware code load tape from Qualstar containing the latest firmware.

2. If you are connected to a Windows NT/2000 server, you may flash upgrade the firmware using the SDLT Update utility. Qualstar Technical Support will email you latest version of firmware for your SDLT tape drive and SDLT Update Utility. The SDLT update utility can also be downloaded from <http://www.quantum.com/> but the firmware MUST be obtained from Qualstar Technical Support.

27. Can I upgrade my existing TLS-8000 library to the LTO 3 or LTO 4 Direct Fibre Attached (DFA) tape drives?

Yes you can, however, you will need to upgrade the firmware in the library to the most current firmware revision. In some cases the library controller may also need to be upgraded. An FCO (fibre channel option) for the library will be required if the medium changer needs a fibre channel connection as well. Please contact Technical Support for more details.