FAQ for Qualstar TLS Libraries

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 drive 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 to not 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 Tape library System?

Yes, you can mix the different AIT tape drive 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 to not 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 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 until it points to Operation. Press Enter, Press the Down Arrow until it points to Unload Drive. Select the appropriate tape drive (i.e. T-1, LT-1, etc) 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 if my Tape Library is still under warranty?

Look for the Serial Number on the back of the Tape Library system, write it down and call Qualstar Corporation Technical Service or your reseller. Remember all Qualstar Tape Libraries come with a 3 year return to manufacture warranty. Also nothing can be accepted at Qualstar Corporation without a RMA number.

12. How to load a Codeload tape in a SDLT drive?

Apply power to the drive. Push and hold button the eject button. Locate the 3 Lights on the display. When the left led starts flashing Red release the button and press it again. The left and center LED should now be flashing. Insert the new code load tape and wait approximately 5 minutes. The led's should stop flashing the 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?

Once a customer is assigned an RMA number they have 30 days to return the product to Qualstar.

14. After inserting a DLT IV cleaning cartridge in my DLT1 tape drive installed in my Qualstar TLS Tape Library, the cleaning LED on the tape drive remains on?

You must make sure you are using a DLT1 Cleaning Cartridge to clear the Cleaning Led and adequately clean the tape drives. The DLT IV cleaning cartridges are NOT compatible with the DLT1 tape drives.

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 via the Maintenance Panel 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 be consistent with the logical libraries, also. Q-Link configuration is similar.

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 dumped to test the drives reading.

17. Will my Qualstar Key work in all Qualstar TLS 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?

The Removable Storage Manager (RSM) Service needs to be stopped and disabled for most third party tape backup applications. RSM has a tendency to take control of the Tape Library and Tape Drives which will

conflict with the majority of the tape backup software applications. Please contact your third party tape backup software vendor for further information.