Quantum Scalar i500 Library Firmware Upgrade

This document describes how to upgrade Scalar i500 library firmware using a firmware image file downloaded with the Web client.

Note: You must have an active contract to gain access to the firmware files.

Contents

Obtaining Library Firmware

Required item: Computer with Internet access.

1   Using a Web browser on a computer, go to http://www.quantum.com/ServiceandSupport/SoftwareandDocumentationDownloads/SI500/Index.aspx.

2   Click the **Firmware** tab to display the latest version of library firmware.

3   Select the i500 Library firmware link.

The Quantum Downloads screen displays.

4   Enter your library serial number in the field provided, accept the license agreement, and click **Accept**.

The Download dialog box displays.

5   Click **Download** to open the Windows download screen. Save the file to your computer.

The firmware upgrade file is a **.tgz** file. You may receive this file zipped in a .zip file; if so, extract the **.tgz** file from the .zip file.

6   Place the **.tgz** file in a known location on your computer. Do not open or unzip the **.tgz** file. You will upload the **.tgz** file onto the library.

7   Continue with Upgrading Library Firmware.

Upgrading Library Firmware

Upgrading library firmware can take up to an hour for large configurations.

Caution: You must upgrade the tape drive firmware before upgrading the library firmware. See 6-01740-XX Upgrading Scalar i500 Tape Drive Firmware for instructions.

Caution: After the firmware update process starts, you must wait until it completes. Do not interrupt the process or the library may not function properly.

Note: This operation should not be performed concurrently by multiple administrative users logged in from different locations. You can access the appropriate Web client screens, but you cannot update library firmware while another administrative user is performing the same operation.

1   Stop any processes on the host application that are communicating with the library. The library will be rebooted as part of the upgrade.

2   Access the library using the Web client.

Caution: Saving the library configuration files and library snapshot are critical to restoring your library to its configuration in the event the library firmware upgrade fails. Be sure to save the library Configuration, library Configuration Record, and library Snapshot.

3   Save the library configuration. From the Web client, select **Tools > Save/ Restore Configuration**.

4   Save the library configuration record. From the Web client, select **Tools > Save Configuration Record**.

The library configuration record is a human-readable file that details the library configuration. In the event the library firmware upgrade fails, this file will assist with troubleshooting and restoring your configuration.

5   Capture a library snapshot. From the Web client, select **Tools > Capture Snapshot**.

The library snapshot file saves status information and trace logs for library components, which may assist with problem analysis in the unlikely event that the firmware upgrade fails.

6   Resolve and close all open RAS tickets before updating firmware.

7   From the **Tools** menu, select **Update Library Firmware**.

The **Tools - Update Library Firmware** screen displays.

8   Click **Browse**.

9   Locate the firmware **.tgz** file that you obtained in Step 5, and click **Open**.

10 Click **Apply**.

A confirmation dialog box displays asking you to confirm the firmware update and library reboot.

11 Click **OK**.

As the firmware is being uploaded, a window showing that the system is working displays. (If the upload fails and you see a failure message, go to Step 13 below.).

• If the software upload completes successfully (the upload process takes about 10 minutes), the Progress Window closes automatically, the library logs you off, and the library begins to update the firmware.

Note: There is no display on the interface while the library is upgrading.

• The library will reboot once it has finished upgrading the firmware (the upgrade process takes up to 40 minutes). Wait for the library to completely reboot.

Check the firmware version (from the Web client, select **Reports > About > Scalar i500**). If the firmware upgrade failed, the library will have automatically reloaded the previous version of library firmware and library configuration.

12 One of the following will occur:

• **Firmware upgrade successful (New version displayed)**

If the upload is successful, the library will reboot and come up. Go to Step 14 on page 4.

- **Firmware upgrade unsuccessful (Previous version displayed)**

    a Verify the firmware version (from the Web client, select **Reports > About > Scalar i500**).

    b Upload the firmware again (Step 7 on page 2 through Step 11 on page 3).

    If the upgrade fails again, verify the firmware version (from the Web client, select **Reports > About > Scalar i500**).

    - If the firmware version is correct, contact Quantum support.

    - If the firmware version is incorrect, repeat this procedure.

    c If the firmware upgrade fails a third time, contact Quantum support.

13 Save the library configuration. From the Web client, select **Tools > Save/ Restore Configuration**).

14 Save the library configuration record. From the Web client, select **Tools > Save Configuration Record**).

15 Capture a library snapshot. From the Web client, select **Tools > Capture Snapshot**).

Resources

For additional information, visit http://www.quantum.com/ServiceandSupport/ SoftwareandDocumentationDownloads/SI500/Index.aspx to access the most recent Release Notes and Knowledge Base articles.