

Upgrade Instructions

Scalar i500 Library Firmware

This document describes how to download Scalar i500 library firmware from www.quantum.com and upgrade library firmware using the web client.



CAUTION

If you are currently running library firmware version 320G.GS004 or 400G.GS006, you must first install and run the Library Service Utility before upgrading firmware. If you do not first run the Library Service Utility, then the firmware upgrade may not complete successfully. The Library Service Utility and installation instructions are located in the “.zip” file that contains the firmware download files.

If you are currently running library firmware prior to version 320G.GS004, do not upgrade to version 320G.GS004 or 400G.GS006, but instead upgrade to the latest version. You will not need to run the Library Service Utility.



Note

Be aware that if you downgrade from one major firmware version to an earlier major version, library configuration settings will be reset to the factory defaults. You can restore the other configurable items using a configuration file that was saved when the earlier version of library firmware was installed on the library, or you can reconfigure your library's settings. For more information, see the *Scalar i500 User's Guide*.



Note

Downgrading Library Firmware—If a library is running firmware version 400G or higher, the following restrictions on downgrading apply:

- If your library is Quantum branded, you can downgrade to firmware version 400G or higher. (There is no lower version of Quantum-branded firmware.)
- If your library is ADIC branded and has Fibre-Channel I/O blades installed, you can downgrade to firmware version 400G or higher. You cannot downgrade to a lower version than 400G.

Downloading Library Firmware

Required item: Computer with Internet access

- 1 Using a web browser on a computer, do the following:
 - a. Go to www.quantum.com.
 - b. Click the **I want to...** drop-down list and select **Download Software**.
- 2 Select the i500 library from the product list. Select **Tape Libraries > Scalar > Scalar i500**.

- 3 On the Scalar i500 page that opens, click on the **Firmware** link.
- 4 Both the library firmware and drive firmware are contained in the same download file. Locate the firmware you need depending on the type of tape drives in your library and click on the **Download Now** button.

The **Export Regulation and End-user License Agreement** appears in a new browser window.
- 5 Select the **I accept** checkbox and click **Accept**.
- 6 If your Web browser prompts you to decide what to do with the firmware download file, save the file to a known location on your computer (for example, "My Documents\Scalar_i500").
- 7 Open the firmware download file, which is a ".zip" file, and extract its contents to a known location on your computer. The contents of the zip file include:
 - The current library firmware release notes
 - A copy of these library firmware upgrade instructions
 - The tape drive firmware upgrade instructions
 - The ".tgz" file containing the current library firmware
 - Three ".fmr" files representing the supported tape drive firmware for SCSI, Fibre Channel (FC), and SAS tape drives
 - The Library Service Utility
 - The Library Service Utility installation instructions
- 8 If it is still open, close the license agreement Web browser window by clicking on the **X** button located in the upper-right window corner.
- 9 Continue with [Upgrading Library Firmware Using the Web Client](#) on page 2.

Upgrading Library Firmware Using the Web Client

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

Before updating the library firmware, it is recommended to capture the library 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 and a library snapshot cannot be captured after the upgrade attempt.

In addition, it is recommended to save the library configuration before upgrading the library in case the upgrade fails. Once the upgrade successfully completes, it is also recommended to save the configuration.

For additional information about capturing the library snapshot and saving the configuration, see chapter 10, "Troubleshooting," in the *Scalar i500 User's Guide, 6-01210-xx*.



CAUTION

After the firmware update process starts, you must wait until it completes. Do not interrupt the process or loss of data or library operability could occur.



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.
- 2 If you are currently running any version of firmware other than 320G.GS004 or 400G.GS006, skip this step. If you are currently running firmware version 320G.GS004 or 400G.GS006, install and run the Library Service Utility before you upgrade the firmware. (If you do not first run the Library Service Utility, the firmware upgrade may not complete successfully.) For instructions, see the *Library Service Utility Installation Instructions* included in the “.zip” file that contains the firmware download files. When finished running the Library Service Utility, continue to [Step 3](#).
- 3 Access the library using the web client.

**Note**

The web client supports the following web browsers: Microsoft® Internet Explorer 6.0 and later versions and Mozilla Firefox™ 1.0.6 and later versions.

- 4 From the **Tools** menu, select **Update Library Firmware**.

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

- 5 Click **Browse**.

The **Choose File** dialog box appears.

- 6 Locate the firmware file that you downloaded in [Downloading Library Firmware](#) on page 1 and click **Open**.

- 7 Select **Apply**.

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

- 8 Click **OK**.

The **Progress Window** appears containing information on the status and elapsed time of the firmware update. The **Progress Window** closes automatically and a dialog box appears containing information about the successful firmware download and library reboot. Click **OK** and wait for the library to completely reboot. Continue to [Step 9](#).

If **Failure** appears in the **Progress Window**, follow the instructions listed in the **Progress Window** to resolve any issues that occurred during the update. The library will automatically reload the previous version of library firmware.

- 9 To verify that the library firmware update was successful, do the following:

- a. Log on to the web client.

**Note**

If the library has not finished rebooting, an error page or message appears when you try to access or log on to the web client. If the reboot process fails, the library will retry every 10 minutes until the library successfully restarts.

- b. From the **Reports** menu, select **About > Scalar i500**.

The **About Scalar i500** screen appears.

- c. Verify the correct firmware appears on the screen.