

### **1. To Install the Library and Tape Tools Diagnostics:**

Please follow the link to download and install the latest version of Hp Storage works Library and Tape Tools

<http://tinyurl.com/24h7nm> (for all windows operating system)

Or

<http://h20000.www2.hp.com/bizsupport/TechSupport/SoftwareDescription.jsp?lang=en&cc=US&swItem=c0-56218-1&prodTypeId=12169&prodSeriesId=238671>

Note: Click on the Download button, save the file to desktop. To install open the file and follow the onscreen instructions.

### **2. To Update the Latest Driver Version for the Drive:**

Please click on the link given below to update the latest Driver for the DLT Drive.

<http://h20000.www2.hp.com/bizsupport/TechSupport/SoftwareDescription.jsp?lang=en&cc=us&prodTypeId=12169&prodSeriesId=463702&prodNameId=1809906&swEnvOID=1005&swLang=8&mode=2&taskId=135&swItem=MTX-7e46ce89f1b043e08087c82daa>

Click on Download and save the File. To install, double click on the driver file icon and follow the onscreen instructions.

### **3. To Update the Firmware for the Unit:**

Please find the attached document to update the firmware for the tape unit using Library and Tape Tools

#### **Note:**

1. Go to Start > Run > type in "services.msc" and click OK.

In the Services Local, In the Right Pane, find "**Removable Storage Services**" open it and Select "Disable" and Close the Window. In the same Services Local Window, do a Right click on the Backup exec Services and Select "Stop". Follow the Process until to Stop all the services for the Backup Exec.

2. Ensure No Tape in the Tape Drive

3. Once the Driver and Firmware has been updated please restart the Server for the revisions to take effect.

### **4. To Run the Diagnostics:**

Go to Start > Run > type in "services.msc" and click OK.

In the Services Local, In the Right Pane, find "Removable Storage Services" open it and Click on "Stop" and please follow the same to stop the services for Backup Software that we installed on the server.

Go to Start > All Programs > click on HP Storage Works Library and tape tools diagnostics > HP L&TT.

Select **Hardware Scan** and **NT Miniport** and click continue. Once scanning completes, select the Drive from the left pane and click on the Test button from the top.

In the Test execution select "**Drive Assessment Test**" and click on Run test, it will take nearly 10 -15 minutes to complete the test, and once test completes, in the test group select "**Device Analysis Test**" and click on Run Test. Once the tests are completed, click on **Support** from the Top Pane, select Extract Device Data and Click on Save Support Ticket.

Save the file to the desktop and Please attach the **Support ticket** to my email for further analyze. Also please attach the **Eventlog.ltt**. You can find the latest Event log file in C:\Program Files\HP StorageWorks Library and Tape Tools\logs folder.

*After performing all the steps, please restart the services that we have stopped in services local window.*