

# Installation Instructions

## Library Service Utility

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This document describes how to download the Library Service Utility from [www.quantum.com](http://www.quantum.com), install it on your computer, run the utility on the Scalar i500 library, and uninstall it from your computer.

The Library Service Utility corrects issues associated with Scalar i500 firmware versions 320G.GS004 and 400G.GS006. You need to run the utility if you are running these versions of firmware or upgrading from these versions to a newer version. Use the utility as follows:

- If you are currently running firmware version 320G.GS004 or 400G.GS006 and do not plan to upgrade, run the utility to correct the issues.
- If you are currently running version 320G.GS004 or 400G.GS006 and want to upgrade to a newer version, run the utility before upgrading firmware.
- If you are currently running a firmware version below 320.GS004 and want to upgrade, do not upgrade to version 320G.GS004 or 400G.GS006, but instead upgrade to the current version. In this case, you do **not** need to install and run the Library Service Utility.

## Downloading the Library Service Utility

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Required item: Computer with Internet access

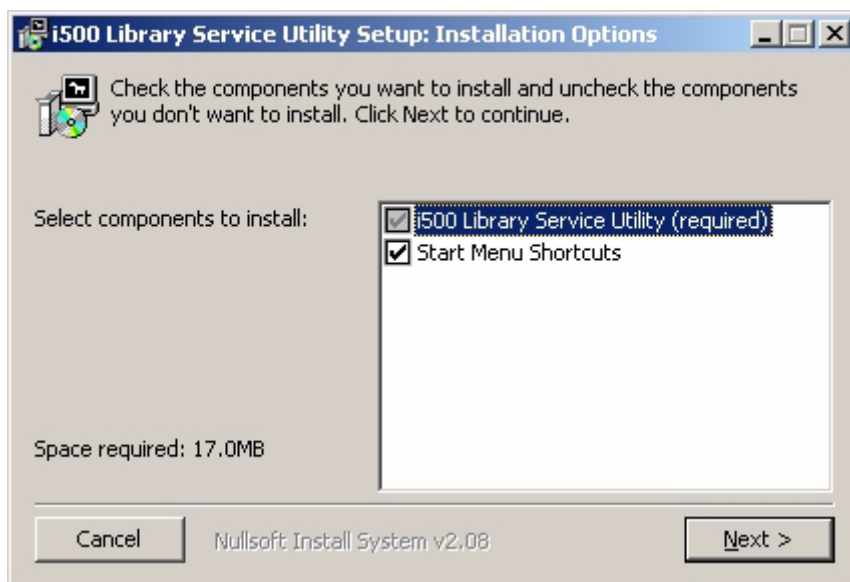
- 1 Using a Web browser on a computer, go to [www.quantum.com](http://www.quantum.com).
- 2 Click the **I want to...** drop-down list and select **Download Software**.
- 3 From the product list, select **Tape Libraries > Scalar > Scalar i500**.
- 4 On the Scalar i500 page that opens, click on the **Firmware** link.  
The Library Service Utility is contained in the same download “.zip” file as the firmware download files.
- 5 Choose the appropriate firmware file and click the **Download Now** button.  
The **Export Regulation and End-user License Agreement** appears in a new browser window.
- 6 Select the **I accept** checkbox and click **Accept**.
- 7 If your Web browser prompts you to decide what to do with the download file, save the file to a known location on your computer.
- 8 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:
  - A copy of these Library Service Utility installation instructions
  - The Library Service Utility Install “.zip” file, named **i500LibraryServiceUtilityInstall.zip**
  - A number of firmware files, which you do not need to install the Library Service Utility. See the *Scalar i500 Library Firmware Upgrade Instructions* included in the “.zip” file for instructions on how to perform the firmware upgrade.

- 9 Extract the contents of the Library Service Utility Install “.zip” file to a known location on your computer. The “.zip” file contains the i500 Library Service Utility Install executable (.exe) file.
- 10 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.
- 11 Continue with [Installing the Library Service Utility](#).

## Installing the Library Service Utility

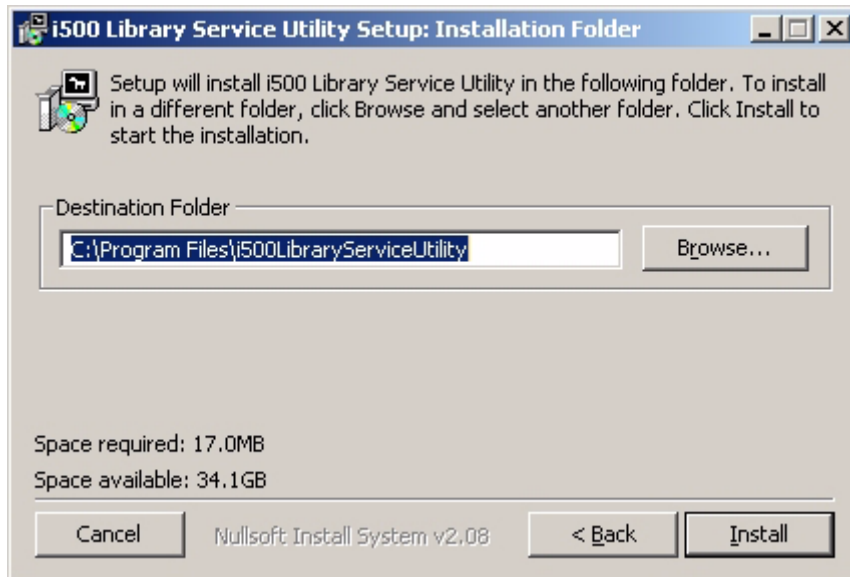
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- 1 Go to the known location where you extracted the Library Service Utility Install executable file.
- 2 Double-click the i500 Library Service Utility Install executable (.exe) file.
- 3 In the **Setup: Installation Options** window, select the **Start Menu Shortcuts** checkbox. This creates a shortcut under the **Start > All Programs** menu.

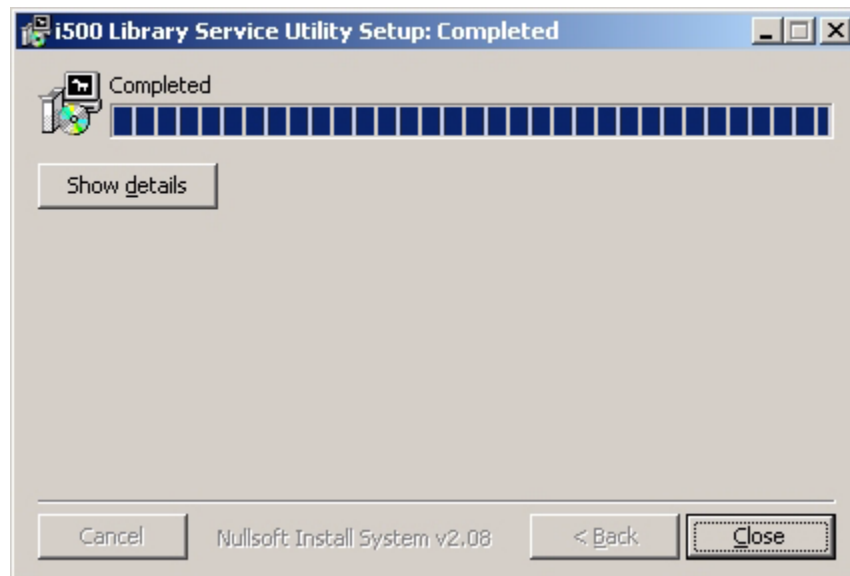


- 4 Click **Next**.

- 5 The **Setup: Installation Folder** window displays the default location of the i500 Library Service Utility folder to be installed on your computer. Either leave the location as is or browse to select another location. Make note of the location.



- 6 Click **Install** to begin the installation.
- 7 The installation takes less than 30 seconds. Progress is shown via a status bar. When the installation is complete, click **Close**.  
The utility is now installed in the location selected, and a shortcut appears at **Start > All Programs > i500 Library Service Utility**.



- 8 Continue with [Running the Library Service Utility](#) on page 4.

# Running the Library Service Utility

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Required item: Computer with Internet access connected to the Scalar i500 library on which you need to run the Library Service Utility.



## CAUTION

**The Library Service Utility fix concludes with a library reboot. Ensure that no other library operations are taking place while you are running the Library Service Utility. Ensure no backup applications are currently running or scheduled to run while you are running the utility.**

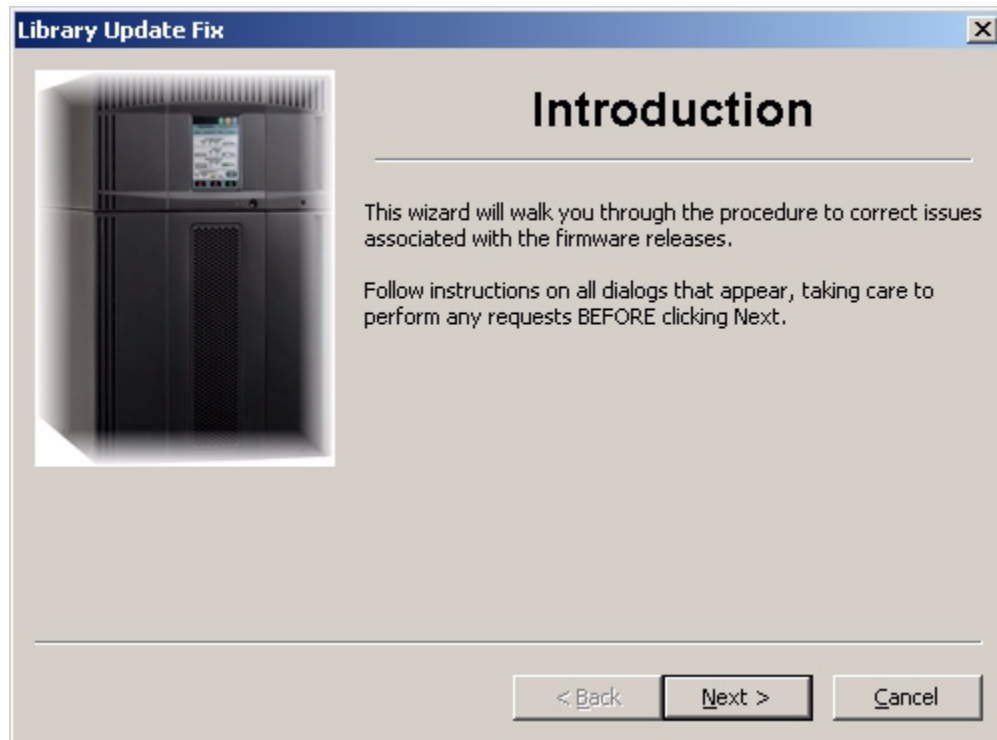
- 1 Stop any processes on the host application that are communicating with the library.
- 2 Ensure that all users are logged out of the library (from both the operator panel and the web client).
- 3 Log in to the library via the web client from the computer onto which you downloaded the Library Service Utility. This ensures that the utility will be able to connect to the library and run properly.
- 4 Log out of the library via the web client.
- 5 From your computer's desktop, click **Start > All Programs > i500 Library Service Utility > i500 Library Service Utility**.

The **Library Service Utility** window opens.

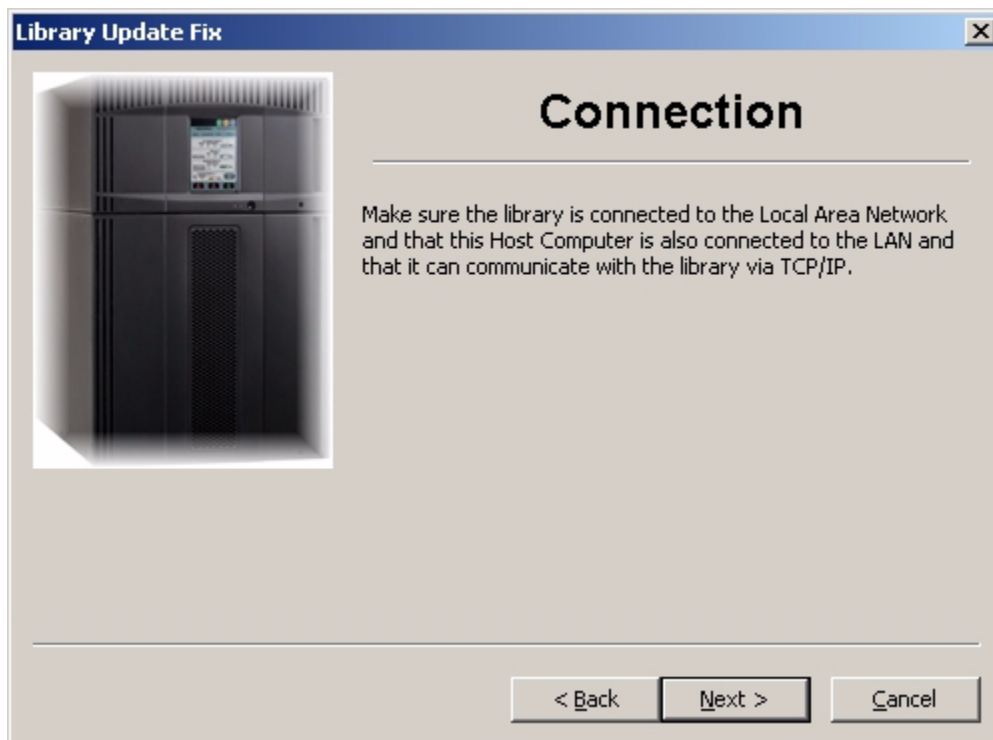


- 6 From the menu bar, choose **Wizards > Library Update Fix**.

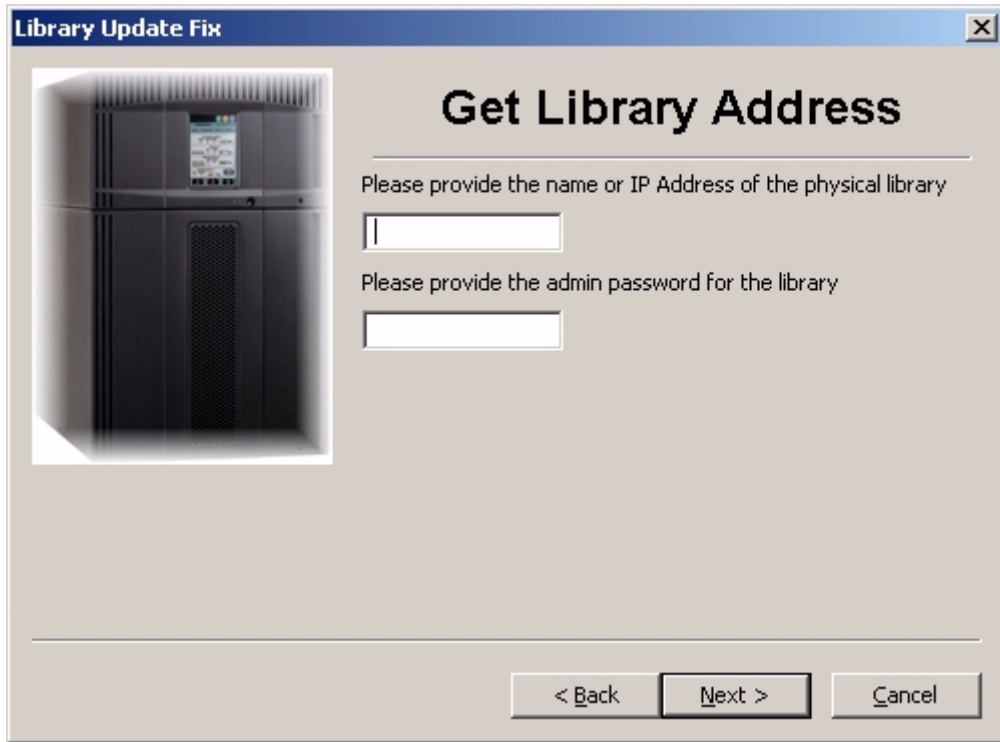
- 7 Read the information in the **Introduction** window and click **Next**.



- 8 Follow the instructions in the **Connection** window and click **Next**.

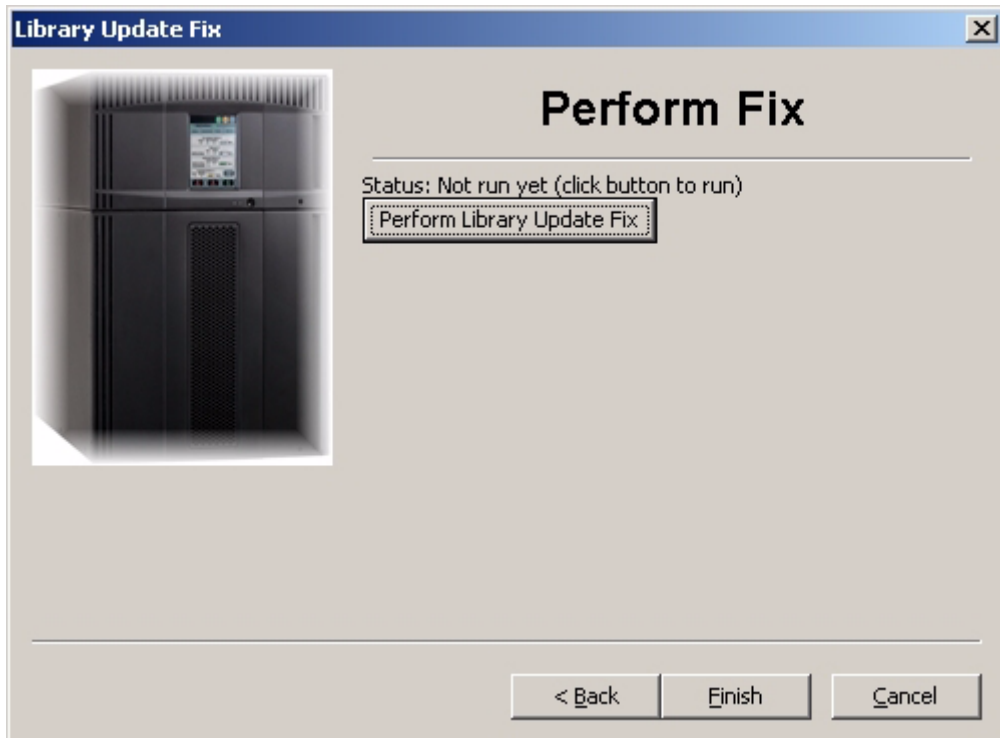


- 9 In the **Get Library Address** window, enter the library's IP address and admin password. The library's default password is **password**. If you changed the password, enter the new password.

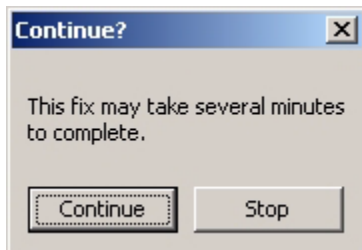


- 10 Click **Next**.

- 11 In the **Perform Fix** window, click **Perform Library Update Fix**.

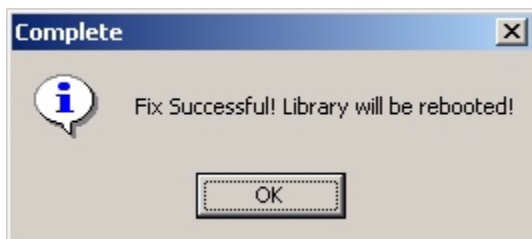


12 In the **Continue?** dialog box, click **Continue**.

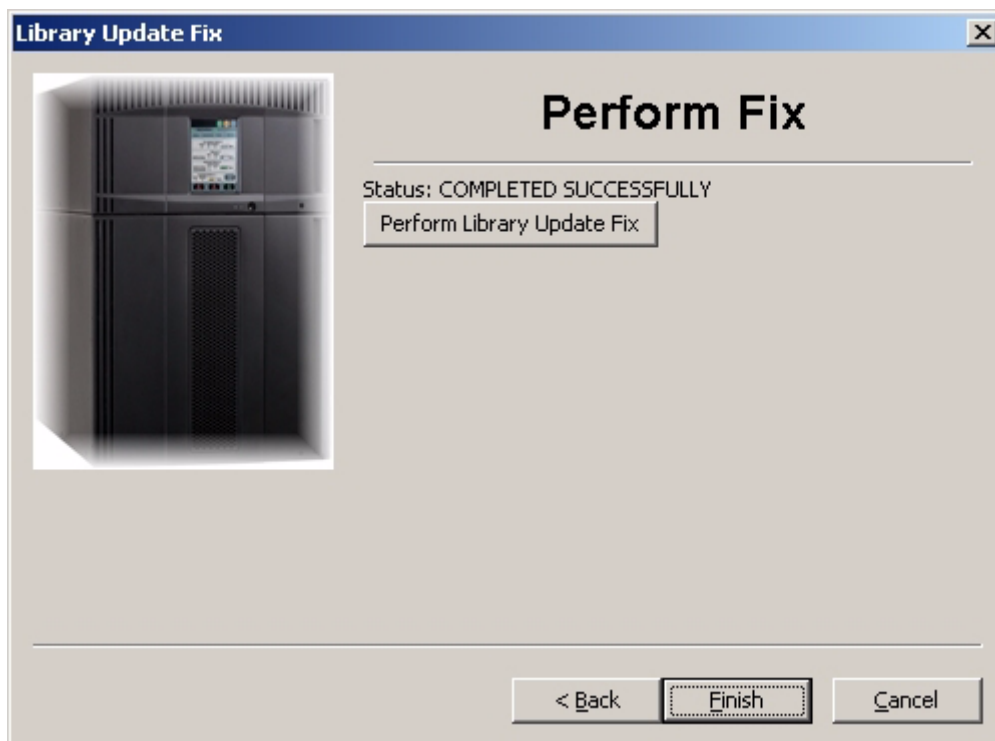


13 The fix begins. Status is displayed in the Status line in the **Perform Fix** window.

14 Wait for the **Complete** dialog box to appear telling you the fix was successful, then click **OK**.



15 In the **Perform Fix** window, click **Finish**.



- 16 Close the **Library Service Utility** window by clicking on the **X** button located in the upper-right window corner.



- 17 After the library reboots, log in to the library via the web client and verify you can view the library firmware version level (select **Reports > About > Scalar i500**).

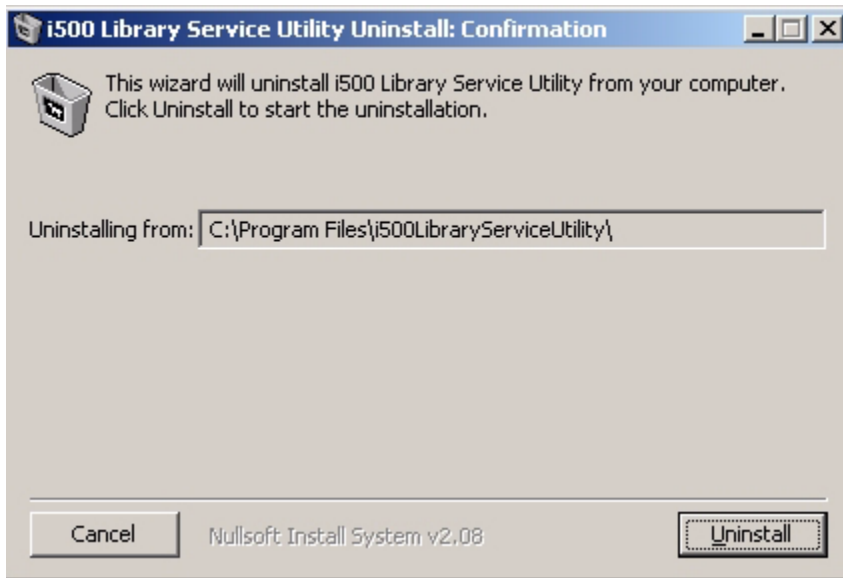
## Uninstalling the Library Service Utility

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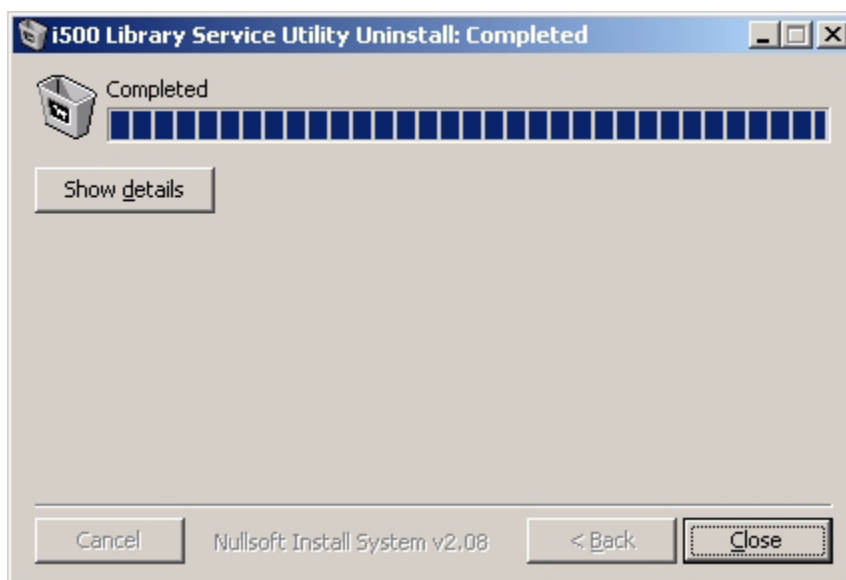
To uninstall the Library Service Utility from your computer:

- 1 From your computer's desktop, click **Start > All Programs > i500 Library Service Utility > Uninstall**.

- 2 On the **Uninstall: Confirmation** window, click **Uninstall**.



- 3 On the **Uninstall: Completed** window, click **Close**.



- 4 If the **i500LibraryServiceUtility** folder still appears in your computer's directory, delete the folder and any files in it (folder is located where specified in [Step 5](#) on page 3).