



HPE Storage MSL2024 G4 Tape Library Firmware Release Notes

Part Number: 20-STG-MSL2024G4-RN1010-ED1

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Abstract

This document provides information about the enhancements and fixes to the firmware for the HPE Storage MSL2024 G4 Tape Library.

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Description

This is the initial firmware release for the HPE Storage MSL2024 G4 Tape Library.

Library firmware version

1010

Subtopics

[Update recommendation](#)

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[Product models](#)

[Languages](#)

[Compatibility notes](#)

[Enhancements](#)

[Fixes](#)

[Installation instructions](#)

[Related information](#)

Update recommendation

Not applicable

Supersedes information

None

Product models

This release applies to all HPE Storage MSL2024 G4 Tape Library models.

Languages

Languages supported for this release:

- English
- Japanese for the library RMI

Compatibility notes

This version of Tape Library firmware is compatible with:

- HPE Library and Tape Tools (L&TT) standalone version 6.7 and newer
- Command View for Tape Libraries (Command View TL) version 6.7.x and newer
- TapeAssure Advanced (license installed and used with Command View TL 6.7.x and newer)
- Data Verification (license installed and used with Command View TL 6.7.x and newer)

Bar code label length

The industry standard length of bar code labels is eight total characters, including the media ID. So Hewlett Packard Enterprise tape libraries and associated application software (such as Command View TL, and other backup applications) are tested by Hewlett Packard Enterprise using eight character bar code labels. Although the MSL2024 G4 Tape Library can read labels with more than eight characters, some applications might not operate correctly with these labels. For compatibility with other libraries and with applications, Hewlett Packard Enterprise recommends using eight character bar code labels when possible.

When changing firmware

Because each firmware revision contains new features, some configuration settings are not retained when earlier firmware versions are loaded. Hewlett Packard Enterprise recommends against downgrading firmware unless instructed to do so by a support engineer. Always verify configuration settings after installing firmware.

Enhancements

None

Fixes

None

Installation instructions

- [Downloading firmware](#)
- [RMI installation instructions](#)
- [OCP installation instructions](#)

Subtopics

[Downloading firmware](#)

[RMI installation instructions](#)

[OCP installation instructions](#)

Downloading firmware

Procedure

1. Go to the Hewlett Packard Enterprise support website <https://www.hpe.com/support/storage>.
2. Enter a product name and firmware version in the **Search** field and press **Enter**.

The search result is displayed.
3. Select the **Drivers and Software** tab.
4. In the search results, confirm the firmware by the product name and by the version listed for the latest version.

RMI installation instructions

Procedure

1. Log in to the RMI as the administrator user.

2. From the **Maintenance > Firmware Upgrades > System Firmware** screen, browse to the location of the library firmware file and then click **Upload**.

OCP installation instructions

Procedure

1. Copy the firmware file to a USB flash drive.
2. Log in to the OCP as the administrator user.
3. Insert the USB flash drive into the USB port on the back of the library.
4. Navigate to **Maintenance > Upgrade Lib from USB Device**, and follow the prompts to begin the firmware upgrade.

Related information

The latest documentation is available in the HPE Support center at: <https://support.hpe.com/hpesc/public/home>.

Available documents include:

- HPE Storage MSL2024 G4 Getting Started Guide: Illustrated installation instructions
- HPE Storage MSL2024 G4 User and Service Guide: Detailed information and instructions

Websites

General websites

Single Point of Connectivity Knowledge (SPOCK) Storage compatibility matrix

<https://www.hpe.com/storage/spock>

Technical papers and analyst reports

<https://www.hpe.com/us/en/resource-library>

For additional websites, see [Support and other resources](#).

Support and other resources

Subtopics

[**Accessing Hewlett Packard Enterprise Support**](#)

[**HPE product registration**](#)

[**Accessing updates**](#)

[**Remote support**](#)

[**Warranty information**](#)

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Accessing Hewlett Packard Enterprise Support

- For live assistance, go to the Contact Hewlett Packard Enterprise Worldwide website:

[**https://www.hpe.com/info/assistance**](https://www.hpe.com/info/assistance)

- To access documentation and support services, go to the Hewlett Packard Enterprise Support Center website:

[**https://www.hpe.com/support/hpesc**](https://www.hpe.com/support/hpesc)

Information to collect

- Technical support registration number (if applicable)
- Product name, model or version, and serial number
- Operating system name and version
- Firmware version
- Error messages
- Product-specific reports and logs
- Add-on products or components
- Third-party products or components

HPE product registration

To gain the full benefits of the Hewlett Packard Enterprise Support Center and your purchased support services, add your contracts and products to your account on the HPESC.

- When you add your contracts and products, you receive enhanced personalization, workspace alerts, insights through the dashboards, and easier management of your environment.
- You will also receive recommendations and tailored product knowledge to self-solve any issues, as well as streamlined case creation for faster time to resolution when you must create a case.

To learn how to add your contracts and products, see <https://www.hpe.com/info/add-products-contracts>.

Accessing updates

- Some software products provide a mechanism for accessing software updates through the product interface. Review your product documentation to identify the recommended software update method.
- To download product updates:

Hewlett Packard Enterprise Support Center

<https://www.hpe.com/support/hpesc>

My HPE Software Center

<https://www.hpe.com/software/hpesoftwarecenter>

- To subscribe to eNewsletters and alerts:

<https://www.hpe.com/support/e-updates>

- To view and update your entitlements, and to link your contracts and warranties with your profile, go to the Hewlett Packard Enterprise Support Center **More Information on Access to Support Materials** page:

<https://www.hpe.com/support/AccessToSupportMaterials>



IMPORTANT

Access to some updates might require product entitlement when accessed through the Hewlett Packard Enterprise Support Center. You must have an HPE Account set up with relevant entitlements.

Remote support

Remote support is available with supported devices as part of your warranty or contractual support agreement. It provides intelligent event diagnosis, and automatic, secure submission of hardware event notifications to Hewlett Packard Enterprise, which initiates a fast and accurate resolution based on the service level of your product. Hewlett Packard Enterprise strongly recommends that you register your device for remote support.

If your product includes additional remote support details, use search to locate that information.

HPE Get Connected

<https://www.hpe.com/services/getconnected>

HPE Tech Care Service

<https://www.hpe.com/services/techcare>

HPE Complete Care Service

<https://www.hpe.com/services/completecure>

Warranty information

To view the warranty information for your product, see the [warranty check tool](#).

Regulatory information

To view the regulatory information for your product, view the Safety and Compliance Information for Server, Storage, Power, Networking, and Rack Products, available at the Hewlett Packard Enterprise Support Center:

<https://www.hpe.com/support/Safety-Compliance-EnterpriseProducts>

Additional regulatory information

Hewlett Packard Enterprise is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH (Regulation EC No 1907/2006 of the European Parliament and the Council). A chemical information report for this product can be found at:

<https://www.hpe.com/info/reach>

For Hewlett Packard Enterprise product environmental and safety information and compliance data, including RoHS and REACH, see:

<https://www.hpe.com/info/ecodata>

For Hewlett Packard Enterprise environmental information, including company programs, product recycling, and energy efficiency, see:

<https://www.hpe.com/info/environment>

Documentation feedback

Hewlett Packard Enterprise is committed to providing documentation that meets your needs. To help us improve the documentation, click the **Feedback** button on the page of an opened document on the Hewlett Packard Enterprise Support Center portal (**<https://www.hpe.com/support/hpesc>**). Use this feature to send any errors, suggestions, or comments. This process captures all document information.