



# Support Management Spotlight

Nick Becker  
Director of Professional Services

Nick has been with Spectra for 7 years as the Professional Services Manager. His background is in ERP / Project Management Consulting and Programming. He has a large and geographically diverse team which is spread across the US and into Europe. His group's primary responsibility is to architect and install solutions, provide technical assistance to the sales team, and assist with the occasional support "emergency" when local onsite assistance is required.

## Support Management Team

- Andrew Philippou - VP of Worldwide Service and Support
- Deborah Littlefield - Director of Technical Support
- Nick Becker - Director of Professional Services
- Ernie Vela - Service Operations Manager
- Sara Wolf - Escalations Manager
- Brett Janssen - Technical Services Manager
- Lynda Gorman - Technical Support Front Line Manager
- Simon Mounteney - Technical Services Manager EMEA
- Kimberly Heintz - Customer Care and Administrative Manager

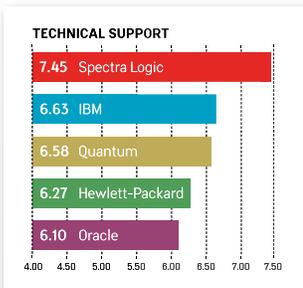
## Thank You for Your Support!



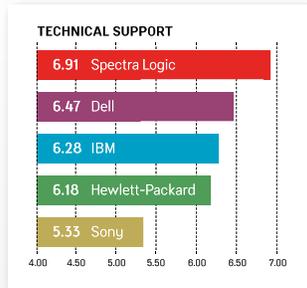
In December 2010, Spectra Logic earned the most significant award win in company history: first place in all 14 categories of the Quality Awards for Tape Libraries program. We would like to thank you for providing feedback in this annual survey. This honor is based purely on customer response rate and rankings, so this win would not have been possible without your participation.

Sincerely,  
Nathan C. Thompson  
Chief Executive Officer

### Enterprise



### Mid-Range



See the survey's full results on our website at [www.spectralogic.com/qa2010](http://www.spectralogic.com/qa2010)

<b>Contact Support</b>		
United States and Canada	800.227.4637 • 303.449.0160	<a href="mailto:support@spectralogic.com">support@spectralogic.com</a>
<b>Request an Escalation</b>		
If you are not satisfied with the level of support you are receiving simply ask the technician to escalate to a manager or email <a href="mailto:support@spectralogic.com">support@spectralogic.com</a>		
<b>Contract Questions / Renewals</b>		
800.833.1132 • 303.449.6400 or email: <a href="mailto:contracts@spectralogic.com">contracts@spectralogic.com</a>		

## Don't Let Your Contract Lapse and Miss Out on Upcoming BlueScale Software Releases!

Contact our contracts group at [contracts@spectralogic.com](mailto:contracts@spectralogic.com) or 800.833.1132 or 303.449.6400 if your service is about to expire.



# TechBits

Delivering Tips, Tools and News from your Spectra Support Team



## Welcome

*to the Third Issue of Spectra TechBits!*

Andrew Philippou  
VP of Worldwide Service and Support



As part of our ongoing commitment to provide you with the best support experience possible, we'd like to share our insights on keeping your BlueScale software and drive firmware up-to-date. Installing the latest revision ensures the proper functioning of your library and gives you access to new feature releases which aide in our effort to make the user experience a great one. This newsletter will offer a variety of useful tips and best practices to assist you with the "how" and "why" of keeping your software and firmware current.

I hope you find this newsletter a valuable source of information. If there is a specific topic you would like to know more about, or if you have other suggestions on how to make this newsletter more relevant to your business needs, we'd love to hear from you.

Please send your thoughts and suggestions to [newsletter@spectralogic.com](mailto:newsletter@spectralogic.com).



## Best Practices

*Advice from your Professional Services & Support Team*

Carlos Ruffin  
Product Support Engineer

## Keep your Library's BlueScale Software & Drive Firmware Current

Are you aware that the latest features implemented in BlueScale software are specifically designed to help you achieve greater reliability and confidence? Did you know that keeping your drive firmware updated maintains the drive's performance and allows for the full functionality of the features in the BlueScale software to be utilized?

Keeping your BlueScale software and drive firmware updated ensures access to the latest fixes and features for your Spectra library. Highlights of recently released or enhanced features are:

**DLM (Drive Lifecycle Management):** Provides quick reference to know if a drive is performing as expected and an easy-to-use interface to test if a problem is suspected

**MLM (Media Lifecycle Management):** Provides a media health and performance guide

**PreScan:** Verification that a tape can be loaded and loads MLM data to the library's database

**PostScan & QuickScan:** Instills confidence in the data written to tape by verifying the data can be read by the drives installed in the library

**To check your BlueScale software version:**

[Login to the BlueScale Interface](#) > Maintenance > Package update

**To check your drive firmware version:**

[Login to the BlueScale Interface](#) > Configuration > DLM > Detail (for each drive)

**To locate the latest released BlueScale software and drive firmware:**

<http://support.spectralogic.com> > Firmware & Drivers





# Technical Support Portal

## All Things Support

### Downloading BlueScale Software & Drive Firmware

Heather Achtziger

Support Documentation Specialist

Spectra strongly recommends keeping your Spectra library and drives at the most recent BlueScale software and drive firmware versions. The support portal allows you to quickly and easily check the current levels for all Spectra libraries and drives, and provides a quick, seamless method for downloading updates.

**Note:** You can view a list of current released versions without logging into your portal account; however, to download the BlueScale software or drive firmware, you must be logged in.

#### To Access the Software & Firmware Functionality of the Support Portal:

Login to the Support Portal > <http://support.spectrallogic.com> > Software, Firmware & Drivers

#### Downloading BlueScale Software:

Select the "Product Software & Firmware" tab > Select Serial Number > Download Selected Package > Accept & Submit the Firmware Package Download Agreement > Use the File Download window to complete

**Note:** If your library doesn't have a valid BlueScale software support key, you will need to generate and install one before the software can be applied. You can generate this at <http://support.spectrallogic.com/keys>. A current support contract is required.

#### Downloading Drive Firmware:

Select the "Drive Firmware" tab > Select plus sign (+) next to your library type > Select your drive type > Download Selected Package > Accept & Submit the Firmware Package Download Agreement > Use the File Download window to complete

Knowledge Base



Software & Firmware

Incident Management



#### Other Features on the Support Portal:

Read information regarding your library's BlueScale software and drive firmware, access device drivers for your drives and see a log of all your downloads from the portal. For more information about BlueScale software and drive firmware downloads, see Knowledge Base articles 871 and 891.



## Preventive Maintenance Tip:

### Help! My Service or Features Key is expiring!

Webster Hansen

Systems Support Technician Team Lead

When you renew your service contract, we will automatically send you a link to update your BlueScale software service key and your MLM features key. By installing these keys, you ensure that you will receive the latest BlueScale software updates and continued access to your MLM features. If your library is reporting daily that your keys are due to expire but you have renewed your contract, please visit our website to locate your latest software keys and have them emailed to you instantaneously at any time.

Visit <http://support.spectrallogic.com/keys> and follow the instructions.

If you receive a message that we cannot locate that serial number with a valid contract, or if you need to renew your service contract, please contact our contracts group at [contracts@spectrallogic.com](mailto:contracts@spectrallogic.com).



## Configure your Library to Automatically Clean your Drives

Samantha Bench  
Product Support Engineer



Would you like to stop spending time monitoring your library's drives trying to figure out precisely when they should be cleaned?

With the release of BlueScale software 11.3, Spectra has introduced Auto Drive Clean for the T120 and T50e libraries. The Auto Drive Clean feature has already been available for the Mid-Range T-Series and T950 libraries for over two years and has proven to be a powerful asset to our customers.

Configuring your library to automatically clean your drives eliminates the need to use your backup software package or for you to manually monitor the drives for cleaning. By cleaning your drives automatically, as opposed to once you have the time to check on the cleaning status, improves the life-span and overall performance of your drives.

Auto Drive Clean does require its own partition, but will not consume licensed slots in the library. Implementation of Auto Drive Clean can be done in just 4 easy steps!

### 1. Create a cleaning partition

Login to the BlueScale Interface > Configuration > Partitions > Manually create a partition

### 2. Import cleaning media (media barcodes must begin with "CLN")

### 3. Modify the data partition to indicate it should use the cleaning partition

### 4. Indicate the minimum number of cleaning passes before receiving a warning regarding the tape

When using Spectra Certified Media, you can configure the library to alert you when a specific number of cleans remain on the cleaning media, providing ample time to order new media without impacting the performance of your library. Configure your library today for Auto Drive Clean and let the BlueScale software do the work for you!



## Spectra BlueScale: Continually Innovating Library Management

Spectra BlueScale® software comes with your library and is the only interface that provides simple library management through a unique and powerful set of features. BlueScale offers you greater reliability, performance, and continuous innovation.



## Verify Your Media's Data Integrity Completely and Quickly with MLM PostScan

Heather Achtziger  
Support Documentation Specialist



Spectra has again expanded our Media Lifecycle Management (MLM) media verification feature set: in BlueScale software 11.3 and higher for Spectra T-Series libraries you can now configure MLM's PostScan feature to run periodic **full scans** and **quick scans** of your LTO tape cartridges.

Where MLM's **PreScan** feature verifies a cartridge's loads and overall health before you begin a backup or archive operation, **PostScan** verifies the integrity of data on an LTO cartridge after it has been written. PostScan has also been expanded to include a **QuickScan** option that uses either the **Global Spare drive** or **available data drives**. The QuickScan option verifies only one pass of the tape, thus completing its scan in less than 10 minutes, ideal for customers with high duty cycle tape drive operations with limited drive idle time. The full scan option still requires the Global Spare drive, and scans the entire length of the tape, from beginning of tape (BOT) to end of recorded data (EOD).

**QuickScan** is configurable to run automatically when LTO-5 drives (also LTO-4, in T50e libraries) unload MLM-enabled media. You can configure a full scan to run automatically when LTO-4 or LTO-5 drives unload MLM-enabled media, or according to other specifications. Or, both scans can be run manually, which is handy for verifying media that you suspect might have issues.

See the **User's Guide** for your T-Series library for more information about the PostScan feature, and upgrade your T-Series library to BlueScale 11.3 at your earliest convenience to take advantage of these and other media integrity features.