Hewlett Packard Enterprise HPE Support Center

HPE Library and Tape Tools - Overview

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Product description



HPE Library and Tape Tools (L&TT) is a free diagnostic tool for all of HPE's Tape storage products. It performs firmware upgrades, verifies device operations, carries out failure analysis and a range of other utility functions. Performance tools assist in troubleshooting issues and system configuration checks warn of common host issues. It also provides seamless integration with HPE support by generating and e-mailing test results and support tickets. HPE Support will require the use of HPE Library and Tape Tools to troubleshoot most device issues, so it is recommended that a support ticket is pulled and the device assessment test is run before calling. HPE Library and Tape Tools is a free, downloadable, and robust diagnostic tool for all HPE tape storage products. Provided for untrained administrators as well as experienced professionals, it is ideal for users who want to verify their installation.

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Product features

Feature	Description
Achieve faster resolution of tape device issues	• HPE Library and Tape Tools actively measures the health of users Hewlett Packard Enterprise tape hardware • Get the most out of users device through access to operational, health, and usage data in support tickets • Easy access to any advisories for users standalone drives and libraries • Troubleshoot system performance issues • First-level failure analysis of both the device and system without HPE involvement
Robust diagnostic tool	• HPE Library and Tape Tools reduces product downtime through firmware updates, preventative maintenance, and fast issue diagnosis with corrective actions • Access to comprehensive device analysis and diagnostic tests • Identify the most common host system configuration issues
Integration with HPE support	• HPE Library and Tape Tools is an outstanding support tool used by the Hewlett Packard Enterprise hardware support organization • Generate and email comprehensive support tickets to the support center for faster troubleshooting

Feature	Description

Features & benefits	• Actively measure the health of the HPE Tape hardware
	• Get the most out of the device through access to operational, health and usage data in the support ticket:
	  ◦ Drive health, life, usage, utilization, performance
	  ◦ Media health, life, usage
	  ◦ Backup quality
	• Reduce product downtime through firmware updates, preventative maintenance, and fast issue diagnosis with corrective actions
	• Access to comprehensive device analysis and diagnostic tests
	• First level failure analysis of both the device and system without HPE involvement
	• Troubleshoot system performance issues
	• Identify the most common host system configuration issues
	• Easy access to any advisories for the standalone drives and libraries
	• Easy to use and best in class support tool as used by the HPE Hardware support organization
	• Generate and e-mail comprehensive support tickets to the support center for faster troubleshooting
	• Free download and install from HPE.com in less than five minutes
	• Can run directly from a memory stick without installing on the production server

L&TT Is frequently updated and developed to	• Support all of the Hewlett Packard Enterprise latest tape storage products including virtual tape libraries • Provide the best in class support and diagnostics for these products in the industry • Run on the latest versions of the most commonly used operating systems
Automatic device discovery	L&TT automatically scans the system for supported devices when the tool is started. By default, only the current number of devices found is displayed during the I/O scan.
Ethernet device access	L&TT can communicate with HPE Tape libraries with LTO 5, LTO-6 and LTO-7 tape drives over the drive's Ethernet port allowing L&TT functions to be executed without needing to install it on the host server
Device identification and listing	L&TT identifies and displays a list of all products connected to the system by product group or by connection
Device information screen	• All of the main functions of L&TT are displayed in this window • The content of the window depends on the device and tool function selected
Firmware from Web	If **check for updates on Web** is enabled in the preferences menu, L&TT will automatically look for new firmware files for each supported device on the system when the application is run
Firmware management	This L&TT functionality allows easy upgrades to the storage product firmware. By default, the tool will select all of the devices that have newer revisions of firmware in the L&TT firmware file folder
Performance tools	L&TT offers users a variety of performance analysis tools to identify where bottlenecks may exist in a system. These tools will help assess the system allowing the user to: • Verify that the tape drive operates at specified transfer rates • Verify that the disk subsystem can provide data that fast • Verify that the disk subsystem can accept restored data at the expected rates
Test functions	L&TT provides several standard and advanced tests that can be used to check the performance of or to diagnose issues with storage hardware. A user can perform the following tests on libraries and autoloaders: • Device self test (Internal self test of the device) • Device analysis test (Analysis of the device logs) • Library exerciser test (Exercise the robotics and robot drive hardware) • Library read write test (Exercise the robotics and drives together) • Media IDs test (Link media cartridge ID to barcode) A user can perform the following tests on drives: • Tape drive assessment test (15 Minute comprehensive health check) • Media sssessment test (Comprehensive media health check for Ultrium) • Device self test (Internal self-test of the device) • Device analysis test (Analysis of the device logs) • Connectivity (Ability of the host to communicate with the device) • Media validation (Determine quality of the media) • Read/Write (Verify the ability of the drive to read/write data independent of the storage application) - superseded by the Assessment test
Support tickets	L&TT automatically generates a support ticket based on information that the application determines about the system. This information can be used to diagnose the issues with the storage hardware
System configuration checking	Checks the configuration of the server that L&TT is running on for services such as RSM (Windows) that should not be running during backups. Also checks driver versions and Insight Manager agents giving warnings if issues are found

Feature	Description
Auxiliary menu commands	L&TT uses pull-down menu commands that provide the user with the following access or functionality: • Load previously generated support ticket • Retrieve firmware files from the web • Sign-off and close the application • Change options that set the behavior and display characteristics for L&TT • Enable factory overrides when supplied a password from the HPE service and support organization • Run non-device specific utilities such as system configuration checks • Run a custom script written by the HPE service and support organization
Devices supported	• **Tape drives:** same as L&TT 4.27 • **Tape libraries:** same as L&TT 4.27

NOTE:

- HPE L&TT has not been tested in cluster environments.
- For a list of the last versions of L&TT that support older versions of drive generation & operating systems, refer the L&TT user guide.

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Software overview

Operating System (OS)	OS Variant	Supported version of L&TT
Windows	Windows 2012 and 2012 R2 x64	L&TT 4.28
	Windows 8 and 8.1 (x86, x86_64)	L&TT 4.28
	Windows 7 SP1 (x86, x86_64)	L&TT 4.28
	• Windows 2008 SP2 (x86, x86_64) • Windows 2008 R2 SP1 (x86_64) • Windows 10 (x64) • Windows 2016	L&TT 4.28
HP-UX	HP-UX 11i v3 (PA-RISC, IPF)	L&TT 4.26
	HP-UX 11i v2 (PA-RISC, IPF)	L&TT 4.26
	HP-UX 11i (PA-RISC)	L&TT 4.26
Linux	RedHat EL 6.x	L&TT 4.28
	RedHat EL 7.x	L&TT 4.28
	SuSE SLES 11 SP1, SP2, SP3 (X86, X86_64)	L&TT 4.28
Solaris	Oracle Solaris 10 Update 9 (x86, SPARC, AMD64)	L&TT 4.26
Mac	Mac 10.7 through 10.11 (x86) - Standalone drives, L&TT CSI only	L&TT 4.26
OpenVMS	OpenVMS 8.4 (IPF)	L&TT 4.26

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Compatibility information

Supported Devices	Description
Tape libraries	• ESL G3 Series libraries • HPE MSL2024 Tape library • HPE MSL4048 Tape library • HPE MSL3040 Tape library • HPE MSL6480 Tape library
Tape autoloaders	HPE 1/8 G2 tape autoloader
Virtual Library Systems (VLS), D2D and StoreOnce backup systems (Includes HPE families)	HPE StoreOnce Backup Systems
Removable disk backup systems (Support via hosted RDX utility)	HPE RDX Removable Disk Backup System

Supported Devices	Description
Storage Area Network (SAN) (Includes HPE Storage and Surestore families)	• HPE Interface manager • HPE Network storage router E1200 & E2400 • ESL Interface manager • HPE Network storage router E1200-160 &E2400-160 • HPE Bridge FC 4/2 • HPE Network storage router N1200 • HPE Bridge FC 4/1 (HVDS) • HPE N1200-320 4Gb Network storage router • HPE Bridge FC 2/1 (LVDS)
Tape drives	• HPE Ultrium 15000 tape drives (LTO-7) • HPE Ultrium 6650 tape drives (LTO-6) • HPE Ultrium 6250 tape drives (LTO-6) • HPE Ultrium 3280 tape drives (LTO-5) • HPE Ultrium 3000 tape drives (LTO-5) • HPE Ultrium 1760 tape drives (LTO-4)

NOTE: This list may include discontinued products and is shown for compatibility purposes only.

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Link to L&TT download page

Click here to view the the L&TT external web page for free download .

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Link to warranty information

Click here for detailed information regarding worldwide limited warranty and technical support .

Click here to check warranty status .

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Link to QuickSpecs

Information for this Overview is taken from the product QuickSpecs. To access the complete QuickSpecs for this product, select the desired link from the following list:

- Click here to access the HPE Library and Tape Tools Worldwide QuickSpecs in html format .
- Click here to access the HPE Library and Tape Tools Worldwide QuickSpecs in pdf format .
- Click here to access the QuickSpecs homepage, which provides access to the QuickSpecs for other regions/countries .

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Link to drivers, firmware, software and manuals

Click here to access the drivers, firmware, software and user manuals information .

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Link to the list of available documents

Click here to view a list of documents available for the HPE Library and Tape Tools .

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