



SymplyPRO XTL 40 Quick Start Guide

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If you have any support questions that are not addressed in this document, then please check our extensive FAQs or submit a support ticket on our [support site](#).

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About this guide

This guide is intended for system administrators who need hardware setup and basic configuration for a **1 -to- 3 module library** installation (1x Base Module + 2x Expansion Modules). For further information please refer to the SymplyPRO XTL 40 user guide.

Introduction

SymplyPRO XTL-40 is a highly scalable, 3U modular tape library designed for growing datasets. Every deployment starts with the 3U Base Module, providing 40 cartridge slots and drive capacity for **up to three half-height LTO drives (or one full-height LTO drive)**. Drives may be SAS or Fibre Channel (FC). Alternatively, the Base Module can host a **SymplyPRO XTL Ethernet Module** with dual **10 GbE (iSCSI)** that bridges up to four SAS tape drives; the Ethernet Module occupies one drive bay.

Capacity and performance scale linearly with additional 3U Expansion Modules. Each Expansion Module adds **40 cartridge slots** and supports **up to three half-height LTO drives, or one full-height LTO drive**. Up to **15** Expansion Modules can be attached to a single Base Module—for a maximum of **640 cartridges** and **48 half-height (or 16 full-height)** LTO drives.

For connectivity, SymplyPRO XTL presents a **single target ID per drive with dual LUNs—LUN 0** for the tape drive and **LUN 1** for the library robotics. Use an HBA/initiator that supports **multiple LUNs (LUN scanning)**; if LUN scanning is disabled, the host will enumerate only LUN 0 and will see the drive but not the library.

SymplyPRO XTL-40 integrates with environments that support **SAS, FC, iSCSI** (via the XTL Ethernet Module), or **Thunderbolt** (via the XTL Thunderbolt Module). Full feature access requires either native OS support or a compatible backup/archive application.

Library Configurations

Rackmount Configurations

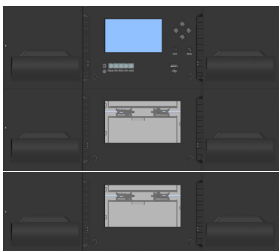
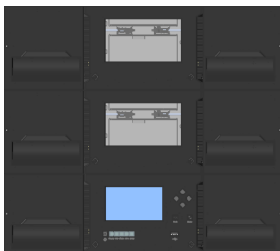
The **Base Module** is depicted by the following image with the Operator Control Panel (OCP) shown in blue:



Each **Expansion Module** is represented by the following image with a large clear viewing window in the middle.



The table shows the supported configurations for a **1 to 3 module library**:

Module Configuration	Base Module	Expansion Module	Module Location	
1 Module Library	1	n/a		
2 Module Library	1	1		
3 Module Library	1	2		

Module Configurations with Drive Sleds

Module Type	Number of Power Supplies	Number of Half-Height Tape Drives
Base	1 (Non-Redundant)	1 – 3
	2 (Redundant)	1 – 3
Expansion	0 (not required without installed tape drives)	0
	1 (Required with 1 or more drives, non-redundant)	1 – 3
	2 (Redundant)	1 – 3

Module Type	Number of Power Supplies	Number of Full-Height Tape Drives
Base	1 (Non-Redundant)	1
	2 (Redundant)	1
Expansion	0 (not required without installed tape drives)	0
	1 (Required with 1 or more drives, non-redundant)	1
	2 (Redundant)	1

LTO Drive and Data Cartridge Compatibility

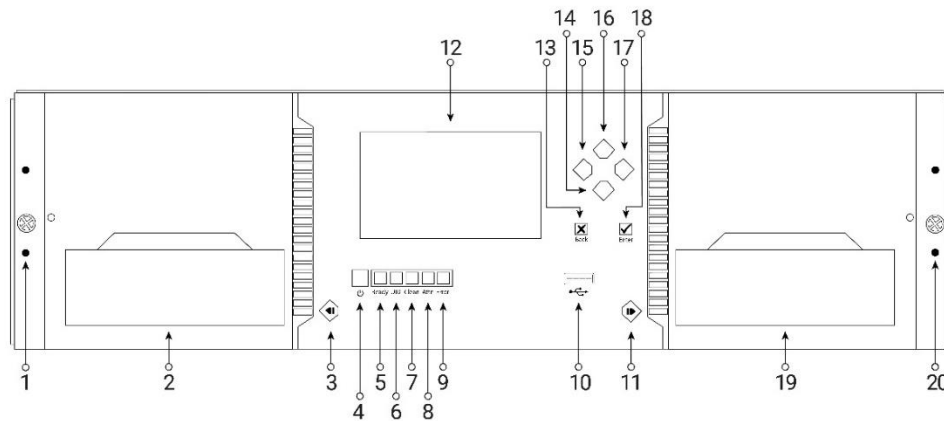
	LTO-5 Data Cartridge	LTO-6 Data Cartridge	LTO-7 Data Cartridge	LTO-8 Data Cartridge	LTO-9 Data Cartridge	LTO-10 Data Cartridge
SymplyPRO LTO-7	Read Only	Read & Write	Read & Write	n/a	n/a	n/a
SymplyPRO LTO-8	n/a	n/a	Read & Write	Read & Write	n/a	n/a
SymplyPRO LTO-9	n/a	n/a	n/a	Read & Write	Read & Write	n/a
SymplyPRO LTO-10	n/a	n/a	n/a	n/a	n/a	Read & Write

Specifications

Physical Specifications SymplyPRO XTL 40

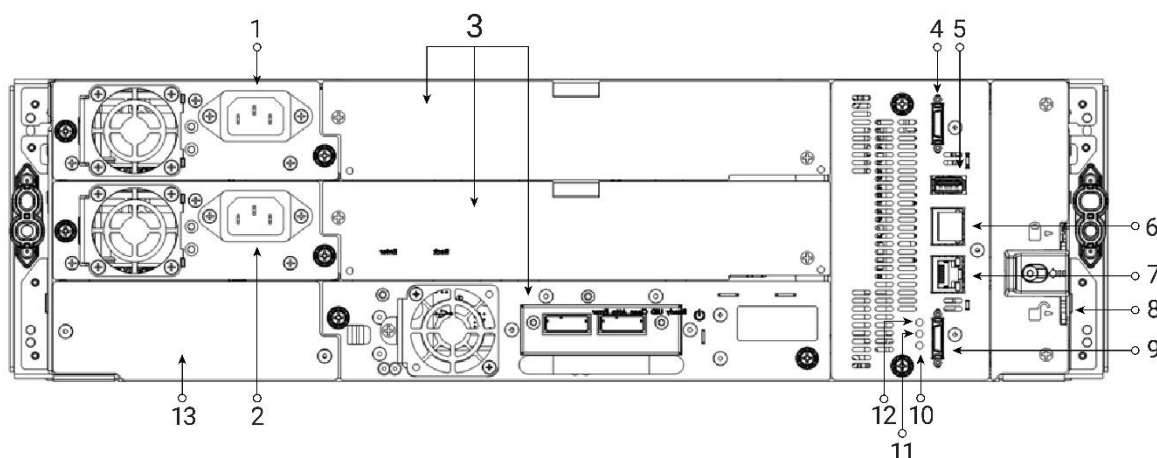
Characteristic	Description
Rack requirements per Module	Standard 19-inch rack with 3U of clearance
Number of Slots per Module	40
Drive Form Factor	Half-Height or Full-Height
Number of HH Drives per Module	1 –to- 3
Number of FH Drives per Module	1
Drive Interface	• SAS • Fibre Channel • iSCSI (XTL Ethernet Module) • Thunderbolt (XTL Thunderbolt Module).
MSBF w/o drive	2,000,000
Dimensions (H x W x D)	132.2 x 475 x 892 mm (~5.20 x 18.70 x 35.12 in)
Clearance Front	308 mm (~12.1 in) for mailslot access 600 mm (~ 23.6 in) for magazine removal
Clearance Rear	154 mm (~ 6 in)
Clearance Side	51 mm (~ 2 in)
Power Supply	Single Module 300W Gold 80 Plus (110v – 240 VAC 50-60 Hz))
Weight Base Module Without Media & Drives	20 Kg (44.09 lb)
Weight Expansion Module Without Media & Drives	14 Kg (30.86 lb)

Front View SymplyPRO XTL 40



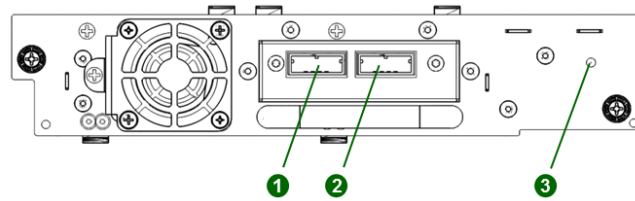
Number	Description	Module
1	Left Magazine Emergency Release Access Hole	
2	Left Magazine Access Handle	
3	Left Magazine Unlock Button	
4	Power Button	Base Module Only
5	Unit Identification LED, Blue	Base Module Only
6	Ready LED, Green	Base Module Only
7	Clean LED, Amber	Base Module Only
8	Attention LED, Amber	Base Module Only
9	Error LED, Amber	Base Module Only
10	USB Port	Base Module Only
11	Mailslot/Right Magazine Unlock Button	
12	Operator Control Panel (OCP) Display	Base Module Only
13	Back/Return Button	Base Module Only
14	Navigation Button - Left	Base Module Only
15	Navigation Button – Up	Base Module Only
16	Navigation Button – Down	Base Module Only
17	Navigation Button – Right	Base Module Only
18	Enter Button	Base Module Only
19	Mailslot/Right Magazine Access Handle	
20	Right Magazine Emergency Release Access Hole	

Rear View SymplyPRO XTL 40



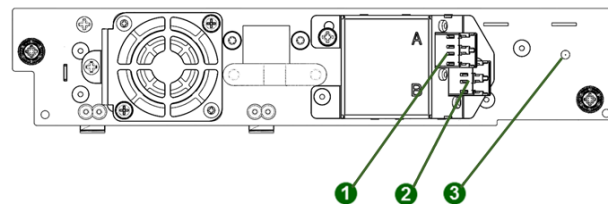
Number	Description	Module
1	Power Supply 1 (Standard)	Standard for Base Module Optional on Expansion Module
2	Power Supply 2 (Redundant Option)	Optional on Base Module Optional on Expansion Module
3	Tape Drive Bays	
4	Upper Expansion Module Connection Port	
5	USB Port	Optional on Base Module Only
6	Service Ethernet Port	Base Module Only
7	Management Ethernet Port	Base Module Only
8	Module Alignment Mechanism	
9	Lower Expansion Module Connection Port	
10	Unit Identifier LED, Blue	
11	Controller Error LED, Yellow	
12	Controller Health Status LED, Green	
13	Product Serial Number Tag Location	

SAS Drive Sleds



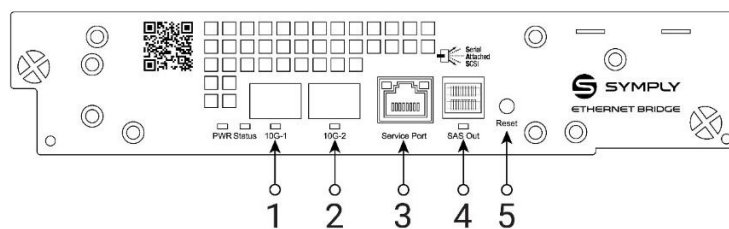
Number	Description
1	SAS Port A
2	SAS Port B
3	Tape Drive Power LED, Green

Fibre Channel Drive Sleds



Number	Description
1	Fibre Channel Port A
2	Fibre Channel Port B
3	Tape Drive Power LED, Green

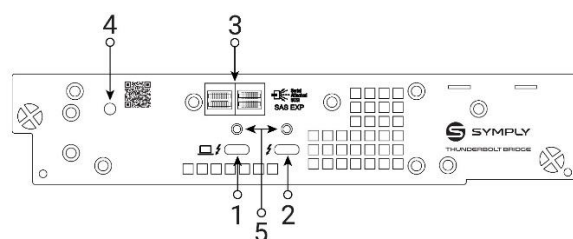
XTL Ethernet Module



Number	Description
1	Data Port 1
2	Data Port 2
3	Service Port
4	SAS Out (Connection to SAS Tape Drives)
5	Module Reset

Note: For information on configuring the XTL Ethernet Module please see the [\[SymplyPRO Ethernet Appliance User Guide\]](#)

XTL Thunderbolt Module



Number	Description
1	Thunderbolt 3 Port (15W)
2	Thunderbolt 3 Port (15W)
3	SFF-8644 SAS Ports (x2)
4	Ready Light (Green)
5	SymplyLOCK fixing point

Note: For information on configuring the XTL Thunderbolt Module please see the [[SymplyPRO Thunderbolt User Guide](#)]

Operating Conditions for SymplyPRO XTL 40

Environmental Factor	Recommended	Allowable	Non-Operating
Dry-Bulb Temperature	LTO-9 and LTO-10: 15 to 25 °C (59 to 77 °F) LTO-7 and LTO-8: 16 to 25 °C (61 to 77 °F)	LTO-9 and LTO-10: 15 to 30 °C (59 to 86 °F) LTO-7 and LTO-8: 16 to 30 °C (61 to 86 °F)	5 to 35°C (41 to 95°F)
Relative Humidity	LTO-9 and LTO-10: 20 to 50% (non-condensing) LTO-7 and LTO-8: 20 to 50% (non-condensing)	LTO-9 and LTO-10: 20 to 50% (non-condensing) LTO-7 and LTO-8: 20 to 50% (non-condensing)	20 to 80% (non-condensing)
Maximum Temperature Change	5 °C (41°F) / hour	5 °C (41°F) / hour	5 °C (41°F) / hour
Maximum Humidity Change	5% / hour	5% / hour	5% / hour
Temperature Limitation for Humidity Conditions	LTO-9 and LTO-10: Max Dew Point 22 °C (72 °F) LTO-7 and LTO-8 Wet Bulb Temperature <= 26 °C (79 °F)		
Maximum Altitude	3,048 m (10,000 ft)	3,048 m (10,000 ft)	12,192 m (40,000 ft)
Dust concentration	Less than 200 microgram / cubic metre		

Transport and Storage of Data Cartridge

Condition	Environmental Specification
Short-term Storage condition	See operating conditions
Long-term Storage condition	See operating conditions
Shipping Conditions	5 to 45 °C (41 to 113 °F); 10% to 80% non-condensing. RH; 26 °C (72 °F) dew point maximum

Checklist (Pre-Installation)

- Check **rack space and depth** ≥ 1000 mm (39.4 in).
- **AC outlets** on independent PDUs –
 - **Base** module: 1 PSU minimum (2 for redundancy).
 - **Expansion** Module: PSU not required unless drives are installed (then 1 minimum; 2 for redundancy).
- **Two-person** lift arranged; **ESD protection** in place.
- **Network/IP**: Management network at rack; DHCP available or reserved static IP.
- **Internal IP Range**: The library's inter-module Ethernet uses an internal IP range. Set this before connecting the external Ethernet to avoid conflicts with your network.
 - **Format**: RANGE = **192.0.2.x**
 - The last section of the IP address is not set because it will be set internally.
- **Verify software compatibility**. Confirm that your data-protection application supports the specific SAS/FC/iSCSI adapter and the connected LTO drives/library.
- **HBA/Initiator**: Correct interface for your configuration (SAS, Fibre Channel, iSCSI, or Thunderbolt). Driver/firmware at vendor-recommended version.
- **SAS**: Certified **SAS** cables; length ≤ 3 m (9.84 ft) per run.
 - Connector types by generation: LTO-9/10 $\rightarrow$ SFF-8644 (mini-SAS HD); LTO-7/8 $\rightarrow$ SFF-8088 (mini-SAS).
 - Symply-supplied 2m (6.5 ft) fan-out cables per kit: LTO-9/10: 2 m SFF-8644 $\rightarrow$ 4 $\times$ SFF-8644, LTO-7/8: 2 m SFF-8644 $\rightarrow$ 4 $\times$ SFF-8088.
 - One fan-out leg per drive, connector to **port A**.
- **Fibre Channel**:
 - Matching **SFP/SFP28** optics and **OM3/OM4** fibre; distances within transceiver specs.
 - Switch **zoning**/aliasing ready (WWPNs known).
- **iSCSI (Ethernet Module)**:
 - 10 GbE ports available; dedicated VLAN is recommend.
 - Data Ports (DP) must be on separate subnets.
 - Management Port (MP) must be on a separate subnet to the DPs.
 - Consistent **MTU** (9000) end-to-end; routing/firewall rules allow iSCSI/TCP.
 - CHAP credentials (if used).

- **Thunderbolt Module:**
- Supported host OS and hardware TB3/TB4/TB5.
- Admin rights to install drivers.
- Certified cable (active if >0.8 m / ~ 31 in).

What's in the box

Verify you have all the parts listed in the kit below.

Base Module Kit

Item	QTY	Description
SymplyPRO XTL 40	1	3U 40 Slot Library with Single PSU
Rack Kit	1	• 2 rack mount rails. • One packet of rack mount hardware.
LTO Clean Cartridge	1	Symply LTO Media - Ultrium Universal Cleaning Cartridge, with barcode
Ethernet Cable	1	5m (16.4 ft) Cat6 Ethernet Cable (for management port)
Data Cable Optical	2	FC Units Only – 3 x 3m (6.5 ft) OM4 LC-LC Optical Cable
Data Cable SAS	2	SAS Units Only – 1 x 2m (6.5 ft) SAS Fan-Out Cable • LTO-7 & LTO-8 include SFF-8080 -to- SFF-8644 • LTO-9 & LTO-10 include SFF-8644 -to- SFF-8644
Power Cable	1	2 m (6.5 ft) IEC power cord for local region
Welcome Card	1	Information Card Please Read Carefully
Shipping Carton	1	Please retain shipping carton and packaging for warranty purposes

Expansion Module Kit

Item	QTY	Description
SymplyPRO XTL 40 Expansion	1	3U 40 Slot Expansion (no power supply)
Rack Kit	1	• 2 rack mount rails. • One packet of rack mount hardware.
Expansion Interconnect Cable	1	This cable is used to connect the Expansion Module to the Base Library
Welcome Card	1	Information Card Please Read Carefully
Shipping Carton	1	Please retain shipping carton and packaging for warranty purposes

Read first – safety & handling

- Observe local **health and safety requirements** and guidelines for manual material handling.
- **Weight:** Each module >20 kg (44 lb) bare; up to ~35 kg (77 lb) populated. Always team-lift and support from the **underside**.
 - Extend the rack's levelling jacks to the floor.
 - Ensure that the full weight of the rack rests on the levelling jacks.
 - Install stabilizing feet on the rack.
 - Extend only one rack component at a time.
- **Protective earth required.** Connect the power supply to a properly earthed (PE) mains outlet that complies with local electrical codes and standards. Do **not** defeat the earth/ground pin. Improper grounding can cause **electric shock** and/or **equipment damage**.
- **Rack power capacity.** Ensure the PDU and upstream circuit have sufficient capacity and headroom for the library's maximum draw. Do **not** exceed the rack's power capabilities.
- **ESD:** Use a wrist/heel strap and grounded surface when handling modules, drives, or controllers.
- **Pinch points:** Keep hands clear around alignment pins/levers and while sliding on rails.
- **Environment:** Operate within recommended temp/humidity; allow acclimatisation after transport.

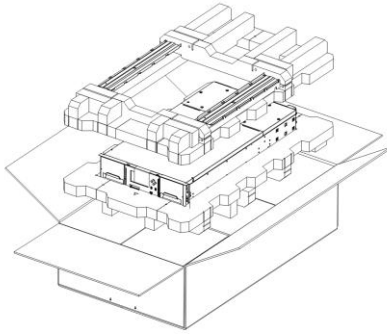
Tools: #2 Phillips screwdriver; small flat-blade (or Torx) screwdriver.

Plan your rack layout

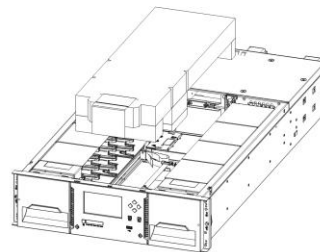
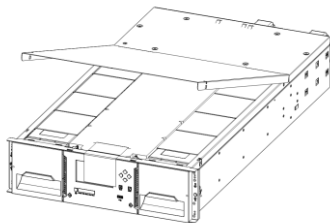
- Target a **standard 19-inch rack**, 1000 mm (39.4 in) depth.
- Reserve **3U per module** → **9U total** for Base + two Expansions.
- If possible, place the **Base Module near mid-rack**.
 - For a 3-module library, install **both** Expansion modules either **Below** or **Above** the **Base module**.
- Leave required clearances (front for mailslot & magazines; rear for cabling).
 - **Clearance Front** → 600 mm (23.62 in) for magazine removal.
 - **Clearance Rear** → 154 mm (6.06 in).
 - **Clearance Side** → 51 mm (2.00 in)
- AC outlets on independent PDUs.

Unpack & prep modules

- **Inspect on arrival.** Check the shipping carton and contents for damage. If you find any damage, **do not install or power on the unit**—contact your place of purchase immediately.



- **Retain all packing** for possible service shipments.
- With a **two-person lift**, place each module on a stable work surface.
- **Base Module only:** remove the transit foam securing the robotics that were fitted for transport. **Do not power on until this foam is removed.**



- For a Base Module with expansions:
 - **If adding one or more Expansion Modules above** the Base Module. Remove the **top cover** from the Base Module and fit, it to the **uppermost** Expansion Module.
 - **If adding one or more Expansion Modules below** the Base Module. Remove the **bottom cover** from the Base Module and fit it to the **lowest** Expansion Module.
- Use the cover's side **latch tabs/pivot points** as designed—do not force. Verify covers are **flush** and fully latched after refit.

Note: If the temperature in the room where the library will operate varies by 15 °C (30 °F) from where the module was stored, allow it to acclimate for at least 12 hours prior to unpacking.

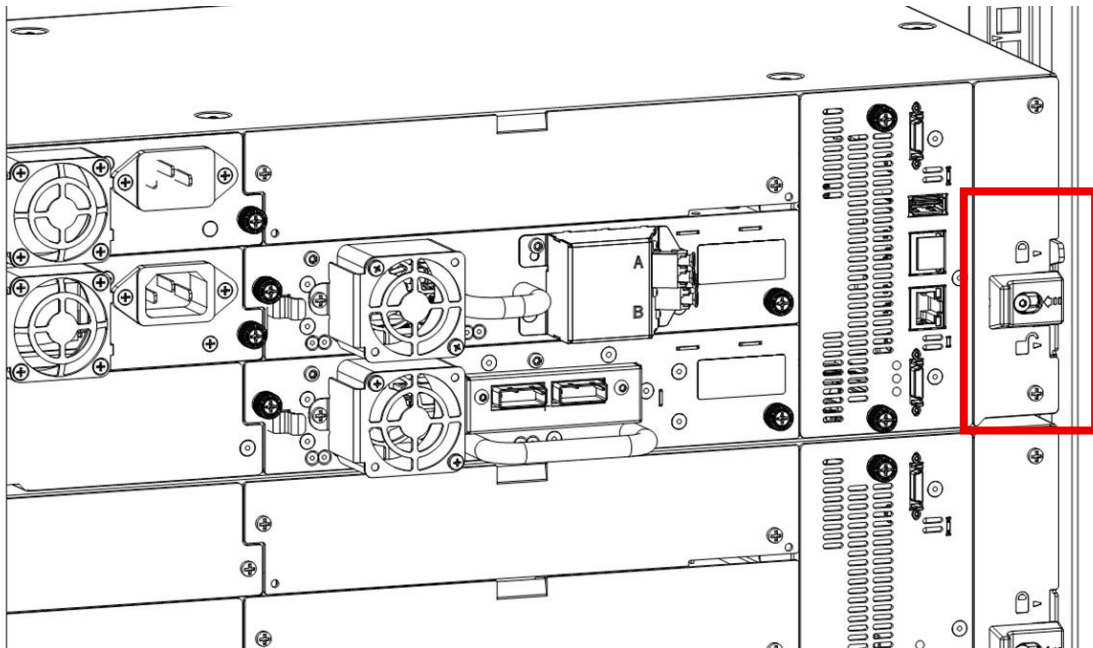
Install rails & mount the library modules

1. **Mark the position** for the Base plus Expansion modules, then install rack rails (LH/RH) using the supplied adapter blocks (front & rear posts). Confirm rails are **level**.
2. **Choose one orientation (required for 2 or 3-module libraries):** the Expansions must be on the **same side** of the Base (above or below).
 - **Both Expansions Above the Base (All-Above):**
 - Mount the **Base Module** in the **lowest** of the three positions and secure the front ears (do not overtighten).
 - Mount **Expansion 1** directly **above** the Base.
 - Mount **Expansion 2** directly **above** Expansion 1.
 - **Both Expansions Below the Base (All-Below):**
 - Mount **Expansion 1** in the **lowest** position and secure the front ears (do not overtighten).
 - Mount **Expansion 2** directly **above** Expansion 1.
 - Mount the **Base Module** directly **above** the upper Expansion.
3. For all orientations: **push each chassis fully home** and secure front ears. Maintain **< 4 mm (~0.157 in)** vertical gap between adjacent chassis.

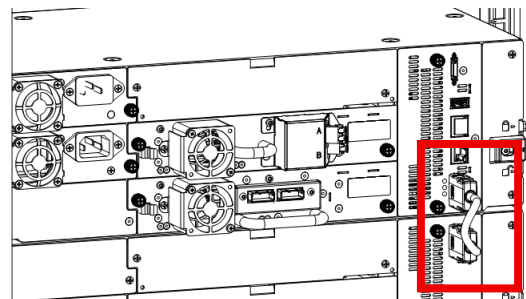
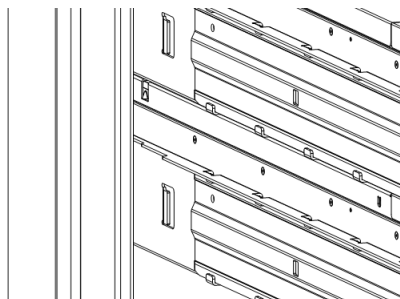
Important: Only extend one rack component at a time. Ensure rack levelling jacks/feet are engaged.

Align & lock the library stack

1. **Loosen** (two turns) the front mounting screws on **all** base and expansion modules to allow slight movement for alignment.
2. From the **rear**, for each adjacent pair (start at bottom):
 - Align so the **alignment pin** seats into the mating hole.
 - Move the **alignment lever to LOCK**. Do **not** force the lever—adjust module position until it locks cleanly.



3. Verify **every inter-module mechanism is LOCKED** (both sides where fitted).
4. Ensure any lower/transport latch on the **lowest module** is set to **UNLOCKED**.
5. Return to the front and **re-tighten** all module mounting screws.
6. Fit the **expansion interconnect cable(s)** between each module pair on the rear.



Install tape drives / host interface modules

Skip if already factory-configured.

- **Drive order:** Populate from the **bottom bay up** within each module.
- Slide in on rails until **flush** with the rear panel; finger-tighten **blue captive thumbscrews**.
- **SAS:** Use certified cables; one fan-out leg **per drive** (no daisy-chain), connect to **port A**. Keep cable runs ≤ 3 m (9.84 ft).
- **Fibre Channel:** One LC-LC cable per drive, connect to **port A**.
- **Ethernet Module (iSCSI) / Thunderbolt Module:** Install in an available drive bay.
 - **Top bay** if there is one drive installed at the bottom of the chassis.
 - **Middle bay** if there are **two drives installed**, one at the bottom and one at the top of the chassis.
 - Cable from Ethernet / Thunderbolt module **SAS OUT** → **drives** using the provided SAS fan-out cable (2m / 6.5 ft).
- Leave **bay covers fitted** on all empty bays.

Power & management cabling

- **Base module:** 1 PSU minimum (2 for redundancy).
- **Expansion Module:** PSU not required unless drives are installed (then 1 minimum; 2 for redundancy)
- Fit **AC cords** to each PSU. For redundancy, connect each PSU to **separate** rack PDUs/circuits.
- Do **not** exceed the rack's power capabilities.
- **Protective earth required.** Connect the power supply to a properly earthed (PE) mains outlet that complies with local electrical codes and standards.
- Connect **Management Ethernet** (Base Module) to your management network (DHCP by default).
- Connect **host I/O** (SAS/FC/iSCSI/Thunderbolt) per your design.

Power-on & first-boot checks

1. Press the **front Power button** on the Base Module. The library will:
 - Inventory magazines, check firmware, enumerate drives, validate module links.
2. Confirm **Ready**/status LEDs on the OCP. If multiple library modules have been installed, check that all **modules** are visible on the front panel.

Initial configuration (OCP → RMI)

1. On the OCP (Operator Control Panel):
 - Login using the default **Administrator PIN** → “0000”
 - Set **network** (IPv4/IPv6), **date/time**
 - Create a new **Administrator PIN**.
 - Save and exit.
2. Browse to the library’s **RMI** (Remote Management Interface) using a supported web browser (use OCP-shown IP). Default admin password is “**syadm**” (it is recommended to change this).
3. Run the **Basic Partition Wizard** to create at least **one partition** so hosts can see **drive(s) & robotics**.
 - **Enable mailslots** (*optional*) per module **before** partitioning (RMI: *Configuration* → *Mailslots*). Mailslots must be enabled to be assignable to a partition.
 - **Barcode reporting**: Configure the **number of barcode characters** the library reports to the host and whether to report from the **left or right** of the label, per your backup/archive application’s requirements (typical: **8**)
 - **Auto Clean**: Enable only if your backup/archive software supports **library-managed cleaning**. If enabled, ensure a **labelled cleaning cartridge** is present **in each partition** that needs it.

Note: The library goes **offline** while partitioning. Ensure host operations are idle before running a wizard.

Media handling & loading (tapes)

Handling & environment

- Store and use cartridges within the specified temperature/humidity ranges; avoid rapid changes and let media **acclimatise** after transport.
- Keep cartridges clean and dry; avoid dust, heat/sunlight, shocks/drops, and electromagnetic sources (motors, speakers, strong magnets).
- Never degauss LTO data cartridges. Use only approved **Ultrium** data and **Universal cleaning** cartridges.

Label correctly

- Apply an **LTO barcode label** to **every** cartridge before loading. Use only high-quality labels.
- Apply labels **only** in the recessed label area on the cartridge front (next to the write-protect switch); do **not** stack or place labels elsewhere.
- Use correct media suffix (e.g., **L9** for LTO-9, **L8** for LTO-8). The library enforces compatibility by barcode and will block incompatible media.

Load via mailslot (single-cartridge import/export)

1. Ensure mailslots are **enabled** (RMI: *Configuration* → *Mailslots*).
2. On the module, press the **mailslot/right button < 3 seconds** to start unlock (LED flashes slowly).
3. When the LED flashes **carefully**, pull the mailslot tray out.
4. Place the cartridge in the tray, **barcode outward**, oriented correctly; push the tray fully home to lock.
 - The mailslot is attached to the magazine and **will relock after ~30 seconds** if not removed.

Bulk load via magazine

1. Press and hold the **magazine unlock** button > **3 seconds** (LED flashes slowly → then quickly when unlocked).
2. Pull the magazine straight out. **Opening a magazine takes the library offline**; perform while applications are idle.
3. Load cartridges into the magazine, **labels facing outward**.
4. Insert the magazine level with the rails and push fully until the latch clicks; the LED will turn off and the magazine locks.
 - Only **one** magazine can be open at a time. If not removed, it will **relock after ~30 seconds**.

Media Optimization LTO-9

Overview. LTO-9 media optimisation—also referred to as *characterization*—was introduced with LTO-9 drives and LTO-9 cartridges.

Key points

- **Automatic on first load.** Optimisation runs the first time an LTO-9 cartridge is initialised in any LTO-9 drive.
- **One time per cartridge.** Once completed, the cartridge can be used in any compatible drive without repeating optimisation.
- **Typical duration.** Expect **~40 minutes** on average. Most complete within **60 minutes**; some may take up to **2 hours**.
- **Do not interrupt.** Let the process complete before starting backup or archive jobs.

Tip: If you are introducing non-pre-optimised media into a new environment, consider pre-loading cartridges during a maintenance window so optimisation completes ahead of scheduled jobs. See [Using the LTO-9 New Media Initialization Wizard] in the SymplyPRO XTL 40 User guide.

Cleaning

Keep a **labelled cleaning cartridge** in the partition or load on demand when the **Clean** LED is lit. A cleaning cartridge will **expire after ~50 cycles**.

Verify & finish

- **Firmware:**
 - In RMI/OCP, confirm the library/expansion firmware is current; update if required.
 - In RMI/OCP, confirm the LTO drive firmware is current; update if required.
- **Save config:** Back up the configuration (RMI: *Configuration* → *Save/Restore* or OCP → USB).
- **Host check:** On the backup server, confirm both **Tape drive(s)** and **Medium changer (library)** are present.

Troubleshooting

- **LTO Drive seen but not library (Medium Changer) →**
 - Verify the library **partition(s)** are configured to present the changer to that host, then **rescan devices** on the host.
 - Ensure the HBA/initiator supports **multiple LUNs** and **LUN scanning** is enabled.
- **If the OS sees the library but the application does not:** Many backup apps require a **library/robotics module** or licence. Follow the app vendor's install/verification steps.
- **If the OS lists the library as generic/unknown:** Install the **correct device driver** (where applicable) and check the software vendor's site for the latest **drivers/patches**.
- **Robot won't traverse modules →** Recheck **alignment locks** (rear) and interconnect cables; confirm <4 mm (0.157 in) gaps between modules.
- **Expansions not seen →** Verify inter-module cable seated; power cycle after locking mechanisms.

- **SAS detection** problems are often due to **cabling, driver/application configuration, or OS settings**.
 - Check **cable is properly seated**. Check it is fully inserted into **Port A** on the tape drive. Cable will “**click**” into position.
- **iSCSI connectivity problems**
 - Link LEDs on library **Ethernet/iSCSI module** and switch **lit** and **stable**; negotiated at expected **10 GbE**.
 - **Same MTU end-to-end** (1500 or 9000). MTU mismatches cause login/discovery failures or timeouts.
 - **Ensure iSCSI Initiator Service is running** on host server.
- **Fibre Channel Connection Problems:** Use **Status > Drive Status** to check each drive’s link state. If it shows **Logged Out**
 - Check Connection Speed - **Automatic** (recommended).
 - Check Port Type - **Fabric/Point-to-Point** (recommended).
 - Check **cable is properly seated**. Check it is fully inserted into **Port A** on the tape drive.

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Warranty Information

The SymplyPRO XTL system comes with a limited three (3) year warranty, but with the option to purchase an upgrade to a five (5) year warranty.

Warranty and technical support service can be accessed at www.support.gosymply.com

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