SymplyPRO XTL 8 and XTL 24 Gen2 Quick Start Guide

Thank you for purchasing SymplyPRO XTL Tape Library.

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 https://support.gosymply.com/

Your feedback is important to us, so please let us know what you think of our products via email hello@gosymply.com.



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Document Revision

Title: SymplyPRO XTL 8 and 24 Gen2 Quick Start Guide

Date: October 23rd, 2026

Document Version: 1.1

Library Firmware: 1.0.0-B000

About this guide

This guide is intended for system administrators who need hardware setup and basic configuration for the XTL 8 and XTL 24 Gen2 libraries. For further information please refer to the SymplyPRO XTL 8 and XTL 24 User Guide.

Introduction

SymplyPRO XTL 8

The SymplyPRO XTL 8 Tape Autoloader provides a compact, high-capacity, low-cost solution for simple, unattended data backups and archives. This unique design houses up to **8** tape cartridges in a compact 1U form factor with easy access to tape cartridges via two removable magazines and a mail slot. The magazines can hold up to **4** (left magazine including **mailslot**) cartridges.

The SymplyPRO XTL 8 Tape Autoloader can support **one half-height** LTO tape drives either **SAS** or **Fibre Channel (FC)**. The autoloader occupies one SCSI target address and uses dual

LUNs for the tape drive and autoloader robotic. The SymplyPRO XTL 8 Tape Autoloader can operate via Operator Control Panel (OCP) or via the Remote Management Unit (RMU).

SymplyPRO XTL 8 is compatible with most operating systems that support SAS or FC. To leverage advanced library features, use an operating system with a compatible medium-changer driver or a **supported backup/archive application**.

SymplyPRO XTL 24

SymplyPRO XTL 24 is a compact, automated LTO tape library designed for simple, high-capacity backup and archive workflows. In a 2U form factor it houses up to **24** cartridges via two front-accessible, removable magazines (left magazine with **mailslot** and right magazine), each holding up to **12** cartridges for fast media handling.

The library supports **one or two LTO half-height** tape drives with **SAS** or **Fibre Channel (FC)** connectivity. Devices are presented using **multiple LUNs** so that the tape drive(s) and the library robotics are visible to the host separately.

Optional connectivity modules extend deployment flexibility:

- **SymplyPRO XTL Ethernet Module** — dual **10 GbE (iSCSI)** bridging for SAS-attached drives. In the XTL 24, the module occupies the **top drive bay**, so the library supports **one** LTO drive when installed.
- **SymplyPRO XTL Thunderbolt Module** — dual **Thunderbolt 3** (one host, one daisy-chain) for direct attachment. In the XTL 24, the module also occupies the **top drive bay**, so the library supports **one** LTO drive when installed.

SymplyPRO XTL 24 is compatible with most operating systems that support SAS or FC. To leverage advanced library features (robotics, barcodes, partitioning, etc.), use an operating system with a compatible medium-changer driver or a **supported backup/archive application**.

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

SymplyPRO XTL Specifications

Physical Specifications SymplyPRO XTL 8

Characteristic	Description
Rack requirements	Standard 19-inch rack with 1U of clearance
Number of Slots	8
Number of Mailslots	1
Drive Form Factor	Half-Height
Number of Drives	1
Drive Interface	SAS or Fibre Channel
MSBF w/o drive	500,000 hours
Dimensions (H x W x D)	45.6 x 444.5 x 789.5 mm (1.79 x 17.5 x 31.08 in)
Power Supply	Single 80W Module (110 to 240v)
Weight Without Media	11.4 Kg (25.13 lb)
Weight With Media (8 pieces)	13.1 Kg (28.66 lb)
Clearance Rear	Minimum of 154 mm (6.06 in)
Clearance Front	Minimum of 308 mm (12.12 in) – for mailslot Minimum of 600 mm (23.62 in)– for remove magazines
Clearance Side	Minimum of 50.8 mm (2 in)

Physical Specifications SymplyPRO XTL 24

Characteristic	Description
Rack requirements	Standard 19-inch rack with 2U of clearance
Number of Slots	24
Number of Mailslots	1
Drive Form Factor	Half-Height
Number of Drives	1 or 2
Native Drive Interface	SAS or Fibre Channel
MSBF w/o drive	500,000 hours
Dimensions (H x W x D)	87 x 448 x 740 mm (3.43 × 17.64 × 29.13 in)
Clearance Front	308 mm (2.13 in) for mail slot access 600 mm (23.62 in) for magazine removal
Clearance Rear	154 mm (6.06 in)
Clearance Side	51 mm (2.01 in)
Power Supply	Single Module 160W (AC power 110v – 240v)
Weight Without Media	Single Drive 14.7 Kg (32.41 lbs) Dual Drive 15.6 Kg (34.39 lbs)
Weight With Media	Single Drive 20.2 Kg (44.53 lbs) Dual Drive 21.1 Kg (46.52 lbs)

Environmental Specifications SymplyPRO XTL 8 and XTL 24

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		

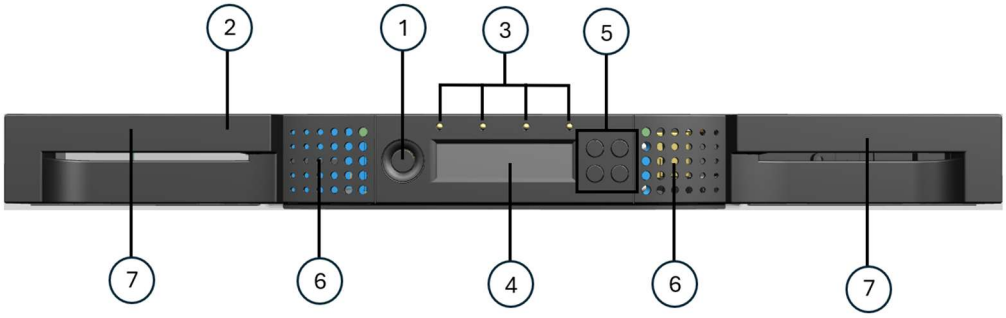
Transport and Storage of Library and Data Cartridge

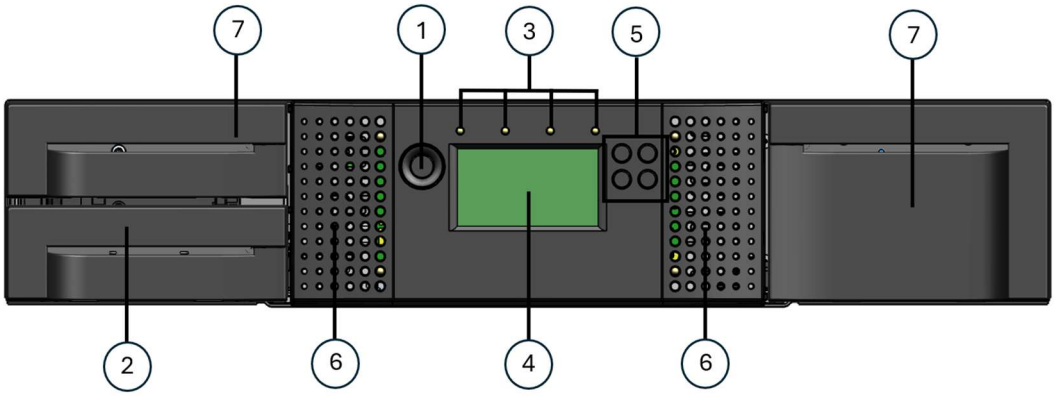
Condition	Environmental Specification
Short-term Storage condition	See operating conditions
Long-term Storage condition	See operating conditions
Shipping Conditions	5 to 45 °C (41 to 113 °F); 10% to 80% non-condensing. RH; 26 °C (72 °F) dew point maximum

!	**IMPORTANT**	Data cartridges stored at a temperature more than 52°C (125.6 °F) may suffer permanent damage. It is important that both temperature and humidity should be kept constant, as rapid changes in either are not good for the data cartridges or LTO drives.

SymplyPRO XTL 8 and XTL 24 Front View

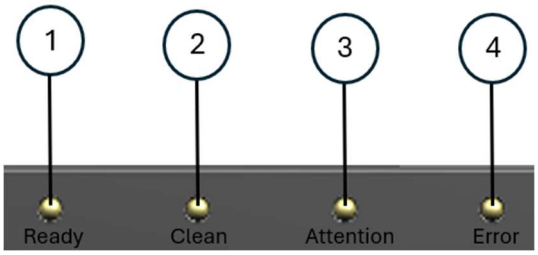
The front of the SymplyPRO XTL 8 is used to access the power button, Operator Control Panel (OCP), left and right magazines, LED's, and the mail slot.





Number	Description
1	Power Button
2	Left Hand Side Magazine (inc Mailslot)
3	Front Panel LED
4	Front Panel LCD
5	Control Buttons
6	Air Vents
7	Right Hand Side Magazine

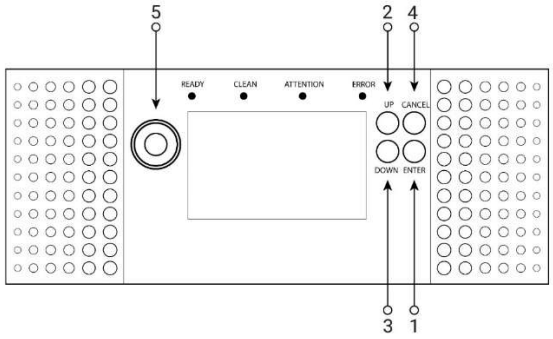
OCP LEDs



Number	LED	Colour	Description
1	Ready / Activity	Green	Illuminated when power is on. Blinking when there is tape or autoloader robotics activity.
2	Clean Drive	Amber	Illuminated when the tape drive has determined that a cleaning cartridge should be used. Cleaning is only necessary when the autoloader directs you to do so. Additional cleaning is not necessary. The LED will be turned off after the tape drive is cleaned successfully.
3	Attention	Amber	Illuminated if the autoloader has detected a condition that requires attention by the operator. Media might be bad, marginal or invalid. It will be cleared when all invalid cartridges have been exported from the tape autoloader.
4	Error	Amber	Illuminated if an unrecoverable tape drive or autoloader error occurs. A corresponding error message displays on the LCD screen (see for more information). It will be cleared when the error state is resolved.

Operator Control Panel (OCP) Buttons

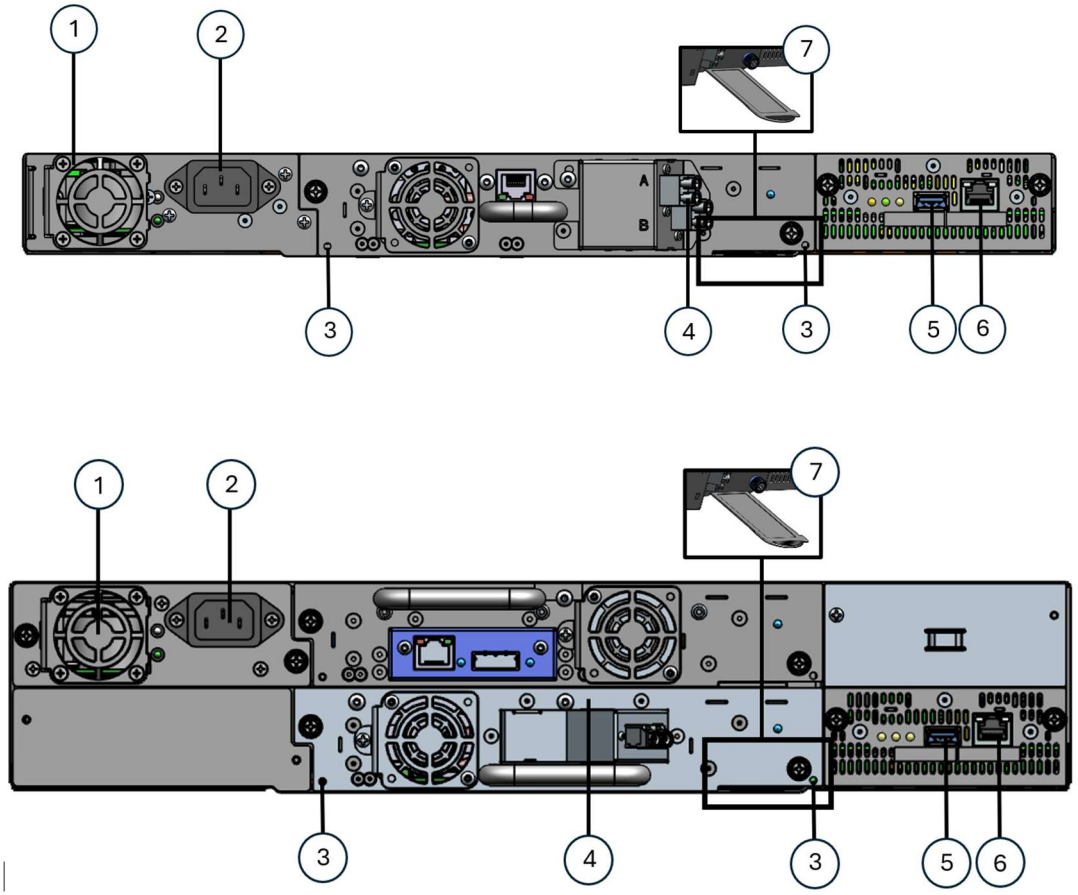
The Operator Control Panel (OCP) consists of an LCD display, 4 push button switches, a power on/off button, and 4 status LEDs. The OCP screen displays actions and status information, menu items or error messages equivalent to the operation mode.



Number	Button	Description
1	Enter Button [↵]	The ENTER button to go to a sub menu or execute an action
2	Up Button [↑]	The UP button is used to navigate through menu items
3	Down Button [↓]	The DOWN button is used to navigate backward through menu item
4	Cancel Button [x]	The CANCEL button is used to cancel a user action and return to the last menu item
5	Power Button	Pressing the POWER ON/OFF button will initiate a controlled Power Down of the unit (soft power down)

SymplyPRO XTL 8 and XTL 24 Rear View

The rear of the tape autoloader provides access to SAS or Fibre Channel (FC) connectors, tape drive bays, the power connector, Ethernet, serial and the USB port.

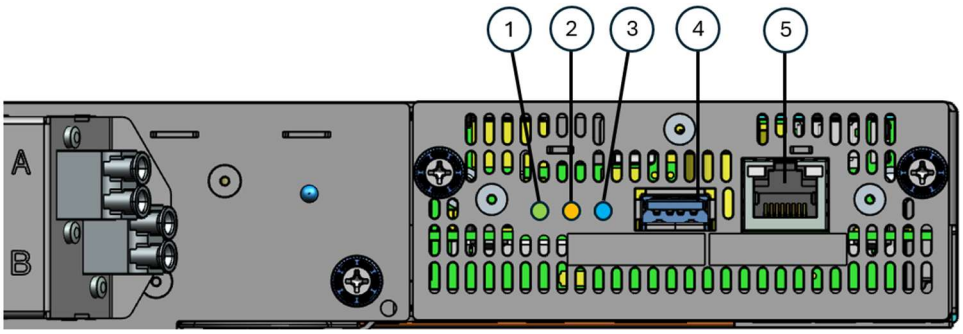


Number	Description
1	Fan
2	Power connector requires 110/220-volt AC power connection.
3	Emergency Magazine Release
4	Tape Drive Sled
5	USB Port
6	Ethernet Management Port
7	Pull-out tab containing the serial number and other product information

NOTE XTL-24 power supply is a customer replaceable unit (CRU). The XTL-8 power supply is not a CRU.

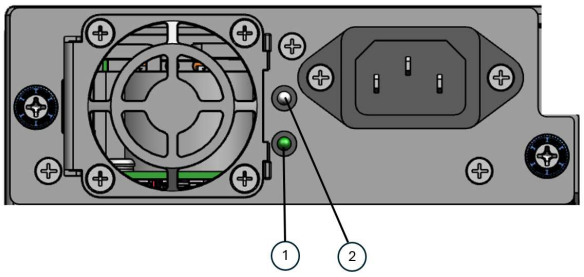
Controller Health Status Indicator

The controller health status indicator are three LEDs. The LEDs are located on the back panel in the middle of the left side.



Number	Colour	Description
1	Green	Controller health status LED. • Pulses on and off in approximately one second cycles during normal operation. • Solid green or not illuminated while the autoloader is powered on indicates that the controller is not operating correctly. • Before replacing the controller, power cycle the autoloader, confirm that the controller is faulty.
2	Amber	Error
3	Blue	Unit identifier (UID)
4	n/a	USB Port
5	n/a	Ethernet Port

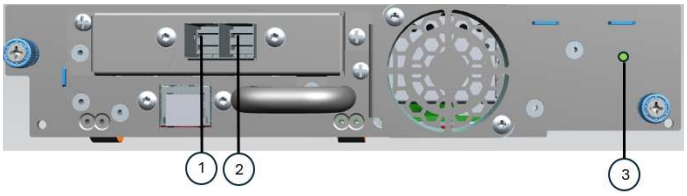
Power Supply LEDs



Number	Colour	Description
1	Green	Module Powered On
2	White	AC power connected, but Module Powered Off

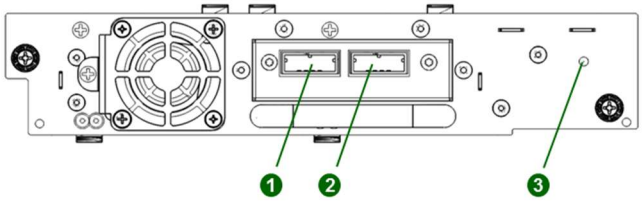
Sleds

LTO-9 Half-Height SAS Dual Port



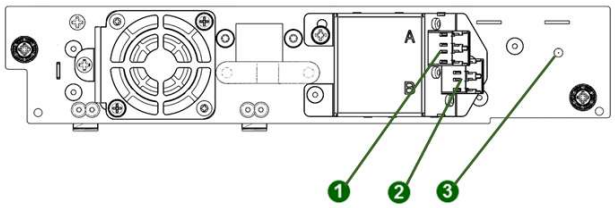
Number	Description
1	SFF-8644 SAS Port A (Connect this port)
2	SFF-8644 SAS Port B
3	Tape Drive Power LED, Green

LTO-7 & 8 Half-Height SAS Dual Port



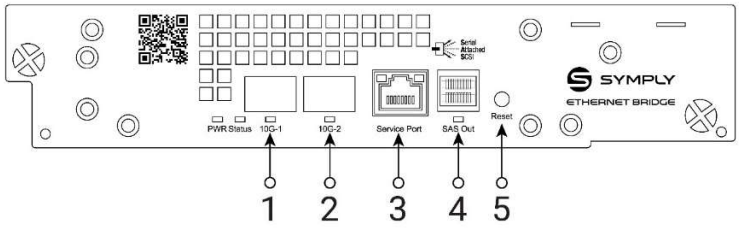
Number	Description
1	SFF-8088 SAS Port A (Connect this port)
2	SFF-8088 SAS Port B
3	Tape Drive Power LED, Green

Fibre Channel Drive Sleds



Number	Description
1	Fibre Channel Port A (Connect this port)
2	Fibre Channel Port B
3	Tape Drive Power LED, Green

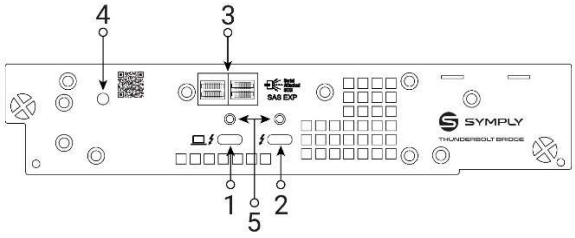
XTL Ethernet Module



Number	Description
1	Data Port 1
2	Data Port 2
3	Management 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]

Checklist (Pre-Installation)

- Check **rack space and depth** 1000 mm (39.4 in) recommend (800 mm / 31.49 in allowable).
- **1 x AC outlets**
- **Two-person** lift arranged; **ESD protection** in place.
- **Network/IP**: Management network at rack; DHCP available or reserved static IP.
- **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 → SFF-8644 (mini-SAS HD); LTO-7/8 → SFF-8088 (mini-SAS).
    - Symply-supplied 2m (6.5 ft) fan-out cables per kit: LTO-9/10: 2 m SFF-8644→4×SFF-8644, LTO-7/8: 2 m SFF-8644→4×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.

What's in the box XTL 8?

Item	QTY	Description
SymplyPRO XTL 8	1	1U 8 Slot Autoloader with Single Fixed PSU
Rack Kit	1	▪ 2 rack mount rails. ▪ 2 mounting brackets. ▪ 6 x M3 torx screws to fix the mounting brackets (9.5mm square holes) ▪ 6 x M3 torx screws to fix the mounting brackets (9.5mm round holes) ▪ M5 screws to secure the mounting brackets to the rack.
LTO Clean Cartridge	1	Symply LTO Media - Ultrium Universal Cleaning Cartridge, with barcode
Ethernet Cable	1	Ethernet Cable (for management port)
Data Cable Optical	1	FC Units Only – 1 x 3m OM4 LC-LC Optical Cable
Data Cable SAS	1	SAS Units Only – 1 x 2m SAS Cable ▪ LTO-7 & LTO-8 include SFF-8080 -to- SFF-8644 ▪ LTO-9 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

What's in the box XTL 24?

Item	QTY	Description
SymplyPRO XTL 24	1	2U 24 Slot Library with Single PSU
Rack Kit	1	▪ 2 rack mount rails. ▪ 2 mounting brackets. ▪ 6 x M3 Torx screws to fix the mounting brackets (9.5mm square holes) ▪ 6 x M3 Torx screws to fix the mounting brackets (9.5mm round holes) ▪ M5 screws to secure the mounting brackets to the rack.
LTO Clean Cartridge	1	Symply LTO Media - Ultrium Universal Cleaning Cartridge, with barcode
Ethernet Cable	1	3m (9.8 ft) Cat6 Ethernet Cable (for management port)
Data Cable Optical	2	**FC Units Only** – 2 x 3m (9.8 ft) OM4 LC-LC Optical Cable
Data Cable SAS	2	**SAS Units Only** – 2 x 2m (6.5ft) SAS Cable ▪ LTO-7 & LTO-8 include SFF-8088 -to- SFF-8644 ▪ LTO-9 & 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

Read first – safety & handling

- Observe local **health and safety requirements** and guidelines for manual material handling.
- **Weight**: Each module >15 kg (33 lb) without media. 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.

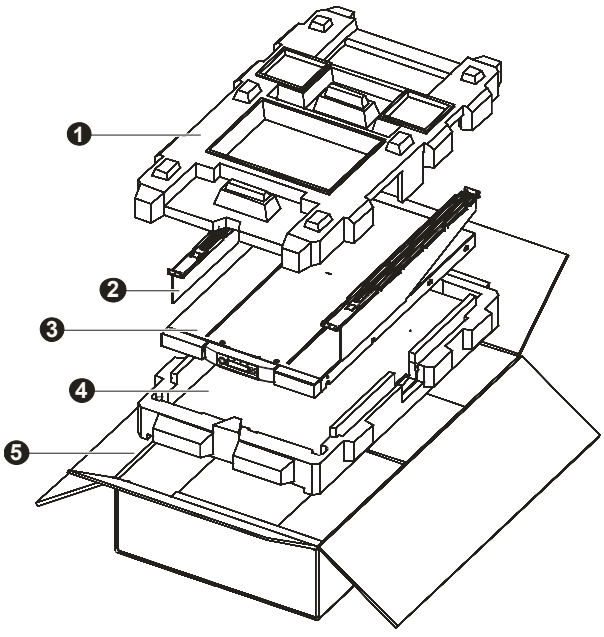
Tools: #2 Phillips screwdriver; small flat-blade (or Torx) screwdriver.

Plan your rack layout

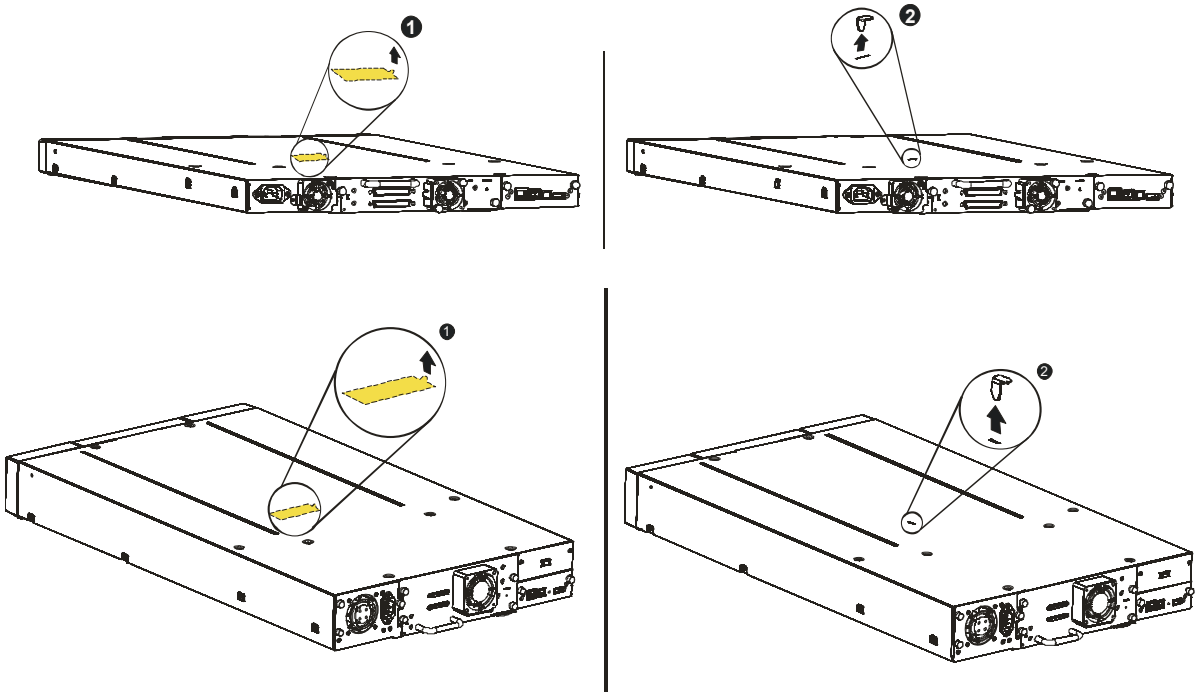
- Target a **standard 19-inch rack,** 1000 mm (39.4 in) depth (800 mm / 31.49 in allowable).
- Reserve **1U for XTL-8** and **2U for XTL-24**
- Leave required clearances (front for mailslot & magazines; rear for cabling).
    - **Clearance Front** → 600 mm (23.62 in) for magazine removal.
    - **Clearance 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.
- **Remove Shipping Lock**: remove the shipping lock and securely store. **Do not power on until shipping lock is removed.**



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

1. **Mark the position** for the Library to be installed, then install rack rails.
2. Using the screws from the packet for your rack and a #3 Phillips screwdriver, **secure the front of one rail to the front of the rack**. The support platform of each rail is tapered, narrowing towards the rear. **Extend the rail to the depth of the rack and secure the rail** to the back of the rack.
3. Install the other rail
4. Confirm rails are **level**.
5. Install the XTL 8 or XTL 24 in the rack
    a. Slide the Library onto the rails.
    b. From the front of the Library, secure the front bezel to the rack using a #2 Phillips screwdriver placed through the small holes in the mounting bracket.
    c. Tighten the captive screws on each side of the Library until they are seated.



6. Verify that the XTL 8 or XTL 24 is contained within the 1U or 2U rack, is level and does not have any weight on the top of the units.

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

Install tape drives / host interface modules

Skip if already factory-configured.

- **Drive order**: Populate from the **bottom bay up** within each module. XTL-8 support only one tape drive.
- 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" ONLY**. Keep cable runs ≤3 m (9.84 ft). Do not make two connections from the same drive to the host.
- **Fibre Channel**: One LC-LC cable per drive, connect to "**PORT A" ONLY.** Do not make two connections from the same drive to the host or switch.
- **Ethernet Module (iSCSI)** / **Thunderbolt Module**: Install in the available top drive bay.
    - Cable from Ethernet / Thunderbolt module **SAS OUT** → **drives** (**Port A**) using the provided SAS fan-out cable (2m / 6.5 ft).
- Leave **bay covers fitted** on all empty bays.

Power & management cabling

- **Library:** 1 x PSU.
- Fit **AC cord** to PSU.
- 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 **Ethernet Cable from the Library Controller** 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 OCP located on the front of the Library. The library will:
    - Inventory magazines, check firmware, enumerate drives, validate module links.
2. Confirm **Ready**/status LEDs on the OCP.

Initial configuration (OCP → RMI)

Username	Description	Password
Guest	Standard User	systd
Admin	Administrator User	syadm

1. On the OCP (Operator Control Panel):
    - Login using the default **Administrator PIN** → **"0000"**
2. Create a new **Administrator Password for the RMI**.
    - Navigate with the **Up/Down** buttons to the **Configuration** menu entry on the **Home screen** → **Users**
    - **Reset RMI PW** → Administrator
    - Enter **New PIN**

3. View **network** Information
    - Use the **Up/Down** buttons to go to the **Information/Status** on the Home screen
    - Navigate with the **Up/Down** buttons to the **Network**
    - Note IP address.
4. Browse to the library's **RMI** (Remote Management Interface) using a supported web browser (use OCP-shown IP).
5. **Login** with the **administrator PIN** created on via the OCP login.
    - You will be prompted to change the administrator password created via the OCP.
6. Run the **Basic Partition Wizard** to create at least **one partition** so hosts can see **drive(s) & robotics**.
    - **Enable mailslots** *(optional)* **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)

Magazines

Cartridges are stored in magazines.

- Up to **4 cartridges** can be stored in each magazine for the **XTL-8**. Magazines may be removed and inserted individually.
- Up to **12 cartridges** can be stored in each magazine for the **XTL-24**. Magazines may be removed and inserted individually.

The SymplyPRO XTL 8 and XTL 24 have two removable magazines. Magazine access can be password protected. For safety reasons, the robotic motion is stopped when a magazine is removed. The magazines can be released using the Operator Control Panel (OCP) or the Remote Management Unit (RMU).

Load via Mailslot or Magazine

1. If using the mailslot, ensure mailslots are **enabled** (RMI: *Configuration → Mailslots*).
2. On the Library OCP, navigate with the **Up/Down** buttons to the **Operation menu** entry on the **Home screen** to access the operation features:
    - Magazine Unlock Left - Press **Enter** and the Magazine can be pulled out
    - Magazine Unlock Right - Press **Enter** and the Magazine can be pulled out
    - Mailslot Unlock - Press **Enter** and the Mailslot will open.
3. When the LED flashes **carefully**, pull the magazine / mailslot tray out.
4. Place the cartridge in the tray, **barcode outward**, oriented correctly; push the tray fully home to lock.
    - The mailslot / magazine **will relock after ~30 seconds** if not removed.

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.

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 8 and 24 User Guide.

To use the Media Initialization Wizard (Optimization):

1) Navigate to the **Maintenance** > **LTO-9 New Media Initialization Wizard**.
2) Click **Start LTO-9 New Media Initialization Wizard**.
3) Click **Next** on the **Information** Screen.

4) Select the cartridge(s) you want to initialize and click the right arrow. If all the cartridges need to be initialized, click **Select All**, then click the right arrow.
    a. This will place the cartridges in the section to the right titled **Selected Cartridges**.
5) Click **Next**.
6) Select the drives to be used for initializing (optimizing) the media and click the right arrow. If all the drives are to be used, click **Select All**, then click the right arrow. This will place the drives in the section to the right titled **Selected Drives**.
7) Click **Next**.
8) Click **Finish** to complete the wizard and begin the media initialization (optimization) process on the selected tapes. The wizard screen will show the progress as the process completes. If you click **Exit**, you will leave the wizard, but the process will continue, and updates will be displayed on the **Maintenance** > **LTO-9 New Media Initialization Wizard page**.

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 & Firmware

- **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 setup (quick checks)

Host check: On the backup server, confirm both **Tape drive(s)** and **Medium changer (library)** are present.

Windows Host

- **Device Manager** → confirm **Tape drives** and **Medium Changer** both appear. If only the tape drive is present, enable **Multi-LUN/Report LUNs** on the HBA/initiator and rescan.
- **Tape driver**: Install in-box Microsoft driver. Or some software vendors or Microsoft Server version required driver installation. The Windows drivers for the SymplyPRO XTL and Tape drives our available to download from [SymplyPRO XTL Drivers].
- **Library/robotics driver**: Use **Unknown Medium Changer** unless your backup app specifies otherwise.
- **iSCSI**: **Open Microsoft iSCSI Initiator** → Discovery (add portal) → Targets (Connect; make persistent). **Do not enable MPIO** for tape.

macOS Host

- Check **SAS or FC Tape Drives and Medium Changer** are visible in **Apple System Report** under their respective hardware sections.
    - Thunderbolt connected Libraries will be displayed under the SAS tab.
- For **iSCSI**, use a macOS-compatible initiator (e.g., ATTO Xtend SAN), to connect to iSCSI targets.

Linux Host

- Confirm visibility with `lsscsi` (look for **Type: Sequential Access** and **Type: Medium Changer**). Use `mtx`/`sg` tools as needed. Ensure initiator/HBA scans **LUN 0 (drive)** and **LUN 1 (robotics)**.

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.

- For firmware, diagnostics, and logs, use the **Remote Management** web UI.
- Need help? Contact **Symply Support** with logs, OS device views, HBA/NIC model + firmware/driver versions, and your backup app version.

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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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