

User's Guide User's Guide User's Guide User's Guide User's Guide

# xTalk Management Console for Windows

# xTalk

xTalk Management Console for Windows User's Guide, 81-81610-04 Revision A01, September 2007, Made in U.S.A.

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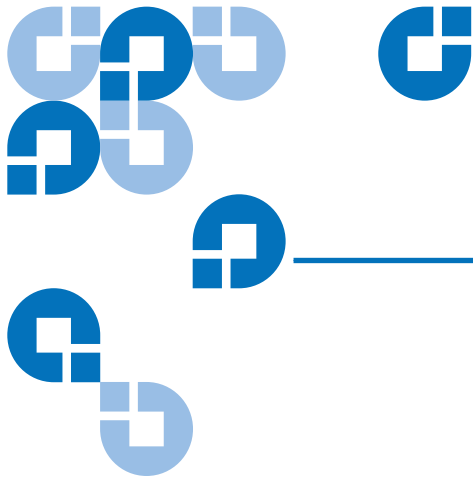
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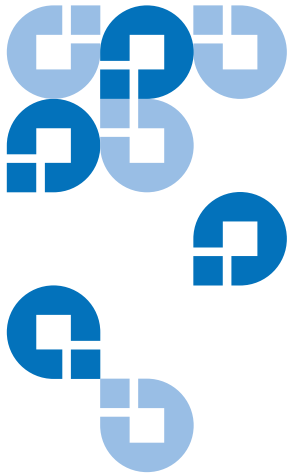
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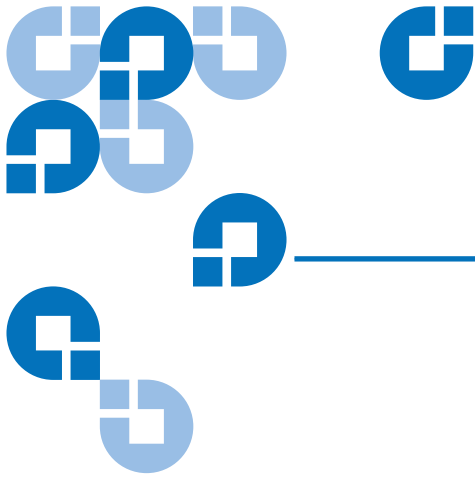
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# Preface

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xTalk Management Console is a software application designed to allow customers to evaluate tape device health and determine when a device needs to be sent for service or repair.

xTalk Management Console provides media and device diagnostic tools, the ability to view general analysis information, and the ability to quickly update application software and device firmware.

You can download the latest version of this application from the Quantum Web site at:

<http://www.quantum.com/ServiceandSupport/SoftwareandDocumentationDownloads/Index.aspx>.

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## Audience

This manual is written for users of xTalk Management Console.

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## Purpose

This document provides information about how to use the features of xTalk Management Console including:

- Understanding and using the program
- Customizing the program
- Getting updates
- How to get help when problems arise



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## Document Organization

This document is organized as follows:

- [Chapter 1, Environment and Main Window](#), provides an overview of xTalk Management console. It describes the layout of the main window, including selection and results panels, menu commands, and toolbar buttons.
- [Chapter 2, Using the Results Panel](#), describes the functions and features of the Results Panel, which displays results of actions performed.
- [Chapter 3, Shortcuts](#), describes the keyboard and right-click shortcuts available to you.
- [Chapter 4, Setting Preferences](#), explains how to customize views and automated information.
- [Chapter 5, Getting Updates](#), explains how to update xTalk Management Console software, and to update device firmware, including how to make a firmware update tape.
- [Chapter 6, Running a Test or Task](#), explains how to determine if a device is ready to be tested, how to run a test or task, and how to abort a test or task.
- [Chapter 7, Log Files](#), explains how to create log files and open log files. It also explains how to enable or disable automatic log file creation.
- [Chapter 8, Viewing Media Data](#), explains how to view information stored on the tape.
- [Chapter 9, Viewing TapeAlerts](#), provides information about TapeAlert flags and how to view them.
- [Chapter 10, FA Data Files](#), explains how to generate and view failure analysis (FA) data files.
- [Chapter 11, General Device Commands](#), details commands that are not covered in other chapters.
- [Chapter 12, Using Push Pins](#), provides instructions on how to keep dialog boxes open by enabling and disabling “push pins.”

- [Chapter 13, Getting Help](#), lists the kinds of help you can access and how to get it.
- [Appendix A, Specifications](#), lists the minimum PC requirements needed to run xTalk Management Console, as well as supported operating systems, host bus adapters, and devices.

This document concludes with a glossary and a detailed index.

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## Notational Conventions

This manual uses the following conventions:

**Note:** Notes emphasize important information related to the main topic.

**Caution:** Cautions indicate potential hazards to equipment and are included to prevent damage to equipment.

---

## Related Documents

Refer to the appropriate product manuals for information about your hard disk drive, tape drive, or cartridges.

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## Contacts

Quantum company contacts are listed below.

### Quantum Corporate Headquarters

To order documentation on xTalk Management Console or other products contact:

Quantum Corporation  
141 Innovation Drive  
Irvine, CA 92617  
(949) 856-7800  
(800) 284-5101

## Technical Publications

To comment on existing documentation send e-mail to:

doc-comments@quantum.com

## Quantum Home Page

Visit the Quantum home page at:

<http://www.quantum.com>

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## Getting More Information or Help

More information about this product is available on the Service and Support Web site at

<http://www.quantum.com/ServiceandSupport/Index.aspx>. The Service and Support Web site contains a collection of information, including answers to frequently asked questions (FAQs). You can also access software, firmware, and drivers through this site.

For further assistance, or if training is desired, contact:

Quantum Technical Assistance Center in the USA: 800-284-5101

For additional contact information, go to:

<http://www.quantum.com/AboutUs/ContactUs/Index.aspx>.

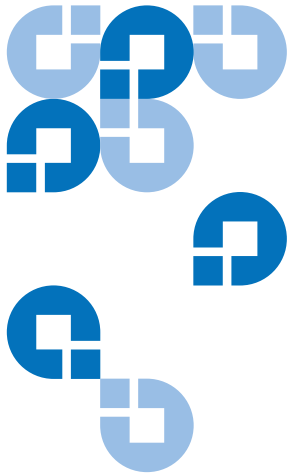
To open a Service Request, go to:

<http://www.quantum.com/ServiceandSupport/eSupport/Index.aspx>.

For the most updated information on Quantum Global Services, please visit:

<http://www.quantum.com/ServiceandSupport/Contacts/Worldwide/Index.aspx>.





# Environment and Main Window

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When you start xTalk Management Console, it displays the main window. This chapter describes the following features and functions of the xTalk Management Console environment and main window:

- [Layout of the Main Window](#)
- [Menu](#)
- [Toolbar](#)
- [Device Selection Panel](#)
- [Script Selection Panel](#)
- [Script Description Panel](#)
- [Results Panel](#)
- [Status Bar](#)
- [Exiting xTalk Management Console](#)

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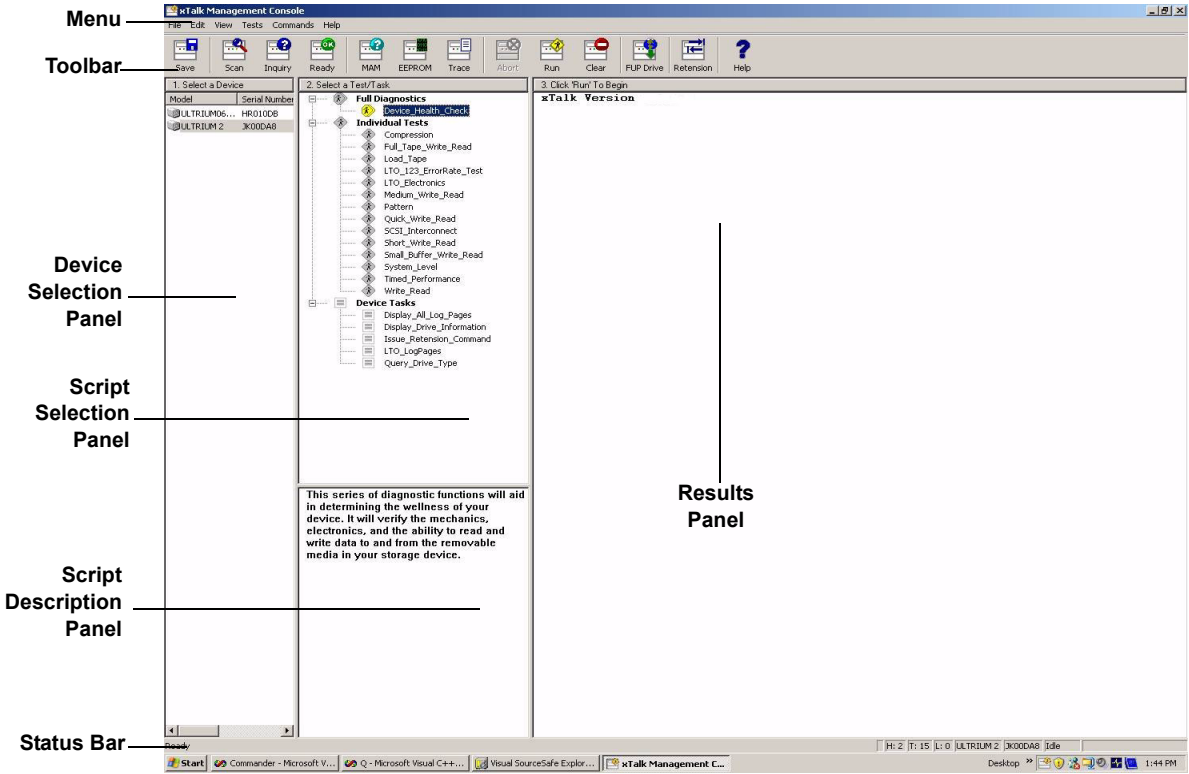
## Layout of the Main Window

[Figure 1](#) shows the layout of the main window.

You can change the size of the panels by placing your cursor over a border, or “splitter bar.” When the cursor changes to a set of parallel

lines, you can click and drag the border to where you want it. When you exit xTalk Management Console and reopen, your border settings are saved.

Figure 1 Main Window



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## Menu

Across the top of the main window is a menu containing tasks and commands, all of which are explained in detail in this document. For more information about a specific command, use the [Contents](#) or [Index](#) to locate where in this document a command is described in detail.

---

## Toolbar

The toolbar is a line of buttons immediately under the menu. The buttons on the toolbar allow you to perform standard tasks or commands. Click on a device in the Device Selection Panel and then click a toolbar button.






To view the full name of a button, place your cursor directly over the button. The name appears directly below the button.

To view a description of what the button does, place your cursor over a button and read the description in the Status Bar (see [Status Bar](#) on page 9).







For more information on using these commands, use the [Contents](#) or [Index](#) to find where a specific command is described in detail.

The toolbar button icons are shown below, in order of appearance on the toolbar.

**Note:** Not all buttons are available for all device types.

Toolbar Button Icon	Button Name and Description	For More Information see...
 <p>Save</p>	<p>Save. Saves the contents of the Results Panel to a file.</p>	<p><a href="#">Saving the Contents of the Results Panel</a> on page 14</p>
 <p>Rescan</p>	<p>Rescan Bus. Rescans the SCSI bus and displays a list of devices found in the Device Selection Panel.</p>	<p><a href="#">RESCAN</a> on page 56</p>
 <p>Inquiry</p>	<p>Inquiry Information. Displays a dialog box containing information about the selected device.</p>	<p><a href="#">INQUIRY INFORMATION</a> on page 55</p>
 <p>Ready</p>	<p>Test Unit Ready. Queries the device to determine if it is ready to run a test or task and displays the result in a dialog box.</p>	<p><a href="#">Checking Device Readiness</a> on page 32</p>
 <p>MAM</p>	<p>Show MAM Information. View the information stored in the medium auxiliary memory.</p>	<p><a href="#">Viewing Medium Auxiliary Memory (MAM)</a> on page 42</p>



Toolbar Button Icon	Button Name and Description	For More Information see...
 <p>FA Data</p>	<p>Collect Failure Analysis Data. Saves failure analysis data to a file that can be used by support personnel for troubleshooting.</p>	<p><a href="#">Generating an FA Data File</a> on page 47</p>
 <p>EEPROM</p>	<p>Generate EEPROM Buffer. Collects drive information from the EEPROM and saves it to a file.</p>	<p><a href="#">GENERATE EEPROM BUFFER</a> on page 54</p>
 <p>Trace</p>	<p>Generate Trace Buffer. Collects drive status information from the trace buffer and saves it to a file.</p>	<p><a href="#">GENERATE TRACE BUFFER</a> on page 54</p>
 <p>Abort</p>	<p>Abort. Stops the currently running test or task at the earliest opportunity.</p>	<p><a href="#">Aborting a Test or Task</a> on page 35</p>
 <p>Run</p>	<p>Run. Starts and runs the selected test or task on the selected device.</p>	<p><a href="#">Running a Test or Task</a> on page 34</p>
 <p>Clear</p>	<p>Clear. Clears all data from the Results Panel.</p>	<p><a href="#">Clearing the Contents of the Results Panel</a> on page 15</p>

Toolbar Button Icon	Button Name and Description	For More Information see...
 <p>FUP Drive</p>	<p>Firmware Update. Transfers a new firmware image file to the device.</p>	<p><a href="#">Updating Device Firmware</a> on page 29</p>
 <p>FUP Tape</p>	<p>Write FUP Tape. Creates a firmware update tape.</p>	<p><a href="#">Creating a Firmware Update (FUP) Tape</a> on page 33</p>
 <p>WORM</p>	<p>Create DLTSage WORM Tape. Creates a write-once read-many tape for certain DLT devices and media combinations.</p>	<p><a href="#">CREATE DLTSAGE WORM TAPE</a> on page 57</p>
 <p>Retension</p>	<p>Retension. Forwards the tape to EOM, then rewinds to BOM.</p>	<p><a href="#">RETENSION</a> on page 57</p>
 <p>Park</p>	<p>Park. Parks the drive arm.</p>	<p><a href="#">PARK</a> on page 61</p>
 <p>Unpark</p>	<p>Unpark. Unparks the drive arm.</p>	<p><a href="#">UNPARK</a> on page 63</p>
 <p>Help</p>	<p>Help. Opens the online <i>User's Guide</i>.</p>	<p><a href="#">Access the Users Guide</a> on page 60</p>

---

## Device Selection Panel

The Device Selection Panel displays a list of SCSI devices connected to your computer, as detected by xTalk Management Console when it scans the bus.

From this panel you can select a device on which to view information or run a test, task, or command.

**Note:** You may only select one device at a time.

---

### Displayed Information

The Device Selection Panel displays the model, serial number, product revision, and vendor of all devices in four columns. Use the horizontal scroll bar at the bottom of the Device Selection Panel to view all the columns. You can change the size of the columns by clicking and dragging the vertical column dividers.

For more specific information about an individual device, place your mouse over a device and a box will briefly appear displaying the following information: model, vendor, serial number, revision, HBA ID, SCSI ID, and LUN ID.

In addition, the status bar lists the HBA ID, SCSI ID, LUN ID, model, and serial number for the selected device (see [Status Bar](#) on page 9).

---

### Selecting a Non-Supported Device

xTalk Management Console does not support all device types. If you select a non-supported device, xTalk Management Console displays this message:

xTalk does not support this device. Please refer to the xTalk help file for a list of all the supported devices.

For a list of supported devices, see [Supported Devices](#) on page 70.

---

### When No Devices Are Detected

If no devices are detected by the bus scan, the following message is displayed:

No devices have been detected. Please inspect your system's cables and device terminators. Also, be sure you have installed the latest device driver for your tape product. If you feel you received this message by error try re-scanning the SCSI bus. You may need to close and restart the application.

Click **OK** and follow the instructions in the message.

---

### When Connected Devices Don't Display

If you have properly connected a device to the bus and it does not display in the Device Selection Panel, try re-scanning the bus (see [RESCAN](#) on page 56). Sometimes it takes the operating system a little longer to recognize a new device, causing the bus scan not to see the device. You may need to rescan the bus several times, or you may need to close and restart xTalk Management Console.

---

## Script Selection Panel

The Script Selection Panel displays a list of tests and tasks (scripts) that you can run on a selected device. The scripts are listed functionally as follows:

- **Full Diagnostics** – A long test, or series of tests, that takes more than a few minutes to complete (for example, `Device_Health_Check`). Full diagnostics are used to determine any problems that a device may be having.
- **Individual Tests** – A series of operations strung together to accomplish a specific function. The Full Diagnostics script, `Device_Health_Check`, is composed of individual tests that can be run separately to find specific issues without running the full health check.
- **Device Tasks** – Short, usually one-step operations. These are not tests, but are used to engage or view the characteristics of a device.

The list of available tests/tasks changes depending on the device selected.

Once you select a device and a test or task, you are ready to run the test or task (see [chapter 6, Running a Test or Task](#)).

**Caution:** The scripts displayed in the Script Selection Panel for your use are .xcs files stored in the Scripts folder. Do not change these .xcs files! If you alter one of these .xcs files in any way, you will not be able to run that script again. To restore functionality of that script, you will be required to reinstall the xTalk Management Console executable.

---

### Differences Between Scripts and Commands

Some commands available through the menu and toolbar buttons perform the same function as scripts in the Script Selection Panel. You can use either method; however, using the menu commands or toolbar buttons generally provides more information and help in dialog boxes, whereas the script usually displays more information in the Results Panel.

---

## Script Description Panel

The Script Description Panel is directly below the Script Selection Panel. When you click on a test or task, a description of what that script does displays in the Script Description Panel.

---

## Results Panel

The right-most vertical panel is the Results Panel, which displays information about the command, test, or task you are running. You can search, comment on, and save the contents of this panel (see [chapter 2, Using the Results Panel](#)).

## Status Bar

The Status Bar runs along the bottom of the window and displays information about xTalk Management Console and the selected device as follows, in this order along the bar:

Section	Description of Displayed Information
xTalk status information	Current status of xTalk Management Console (usually displays “Ready,” meaning it is ready to perform a command or run a script). Also provides a description of menu commands and toolbar buttons when you place the cursor over the item. When you run a test or task and generate a log file, the status bar displays the path of the log file (see <a href="#">Generating and Saving Log Files</a> on page 37).
Host ID	Host bus adapter identifier. Not available for all interface types.
Target ID/ Tape ID	SCSI ID: SCSI ID of the selected device. Tape ID: Tape number of the selected device.
LUN ID	Logical Unit Number of the selected device. Not available for all interface types.
Primary Secondary Channel	GoVault designations that provide information similar to Target ID/Tape ID and LUN ID.
Device label	The type of device selected for testing.
Device serial number	Serial number of the selected device.
Application state	The current status of the test, task, or command that you are running (for example, Idle or Running).
Iteration Counter	The progress of the current operation; for example, if writing to tape, this shows the number of blocks written and the total number of blocks to be written in the current operation (40/250).

---

## Show/Hide Status Bar

You can decide whether or not you want the Status Bar to appear in the main window. To show or hide the Status Bar:

- 1 From the menu bar, select **View**.

**Note:** If the status bar is showing, the option is checked. If hidden, the option is unchecked.

- 2 Click **Status Bar**.

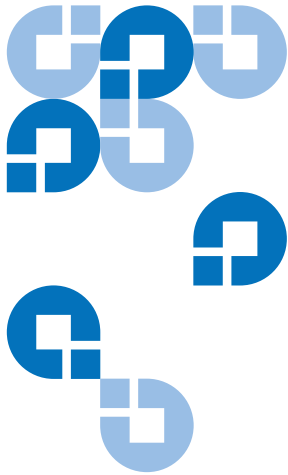
As soon as you click the selection, its status changes; for example, if the window currently displays the Status Bar, when you click **Status Bar**, the Status Bar immediately disappears from the window.

---

## Exiting xTalk Management Console

To exit xTalk Management Console, do one of the following:

- Choose **File > Exit**, from the menu.
- Click the **X** in the upper right corner of the xTalk Management Console window.



# Using the Results Panel

---

The Results Panel displays results of the command, test, or task you are running, including error messages.

This chapter discusses the things you can view and do with the information displayed in the information panel as follows:

- [Displayed Information](#)
- [Using Verbose Mode](#)
- [Saving the Contents of the Results Panel](#)
- [Sending the Contents of the Results Panel](#)
- [Clearing the Contents of the Results Panel](#)
- [Searching the Results Panel](#)
- [Adding Comments to the Results Panel](#)
- [Copying Information from the Results Panel](#)



---

## Displayed Information

The information about each script you run is displayed consecutively in the Results Panel, until you clear the contents (see [Clearing the Contents of the Results Panel](#) on page 15) or exit xTalk Management Console (see [Exiting xTalk Management Console](#) on page 11).

The information in the Results Panel is displayed in several colors. You can change some of these colors using the Preferences dialog box (see [Change Color of Items](#) on page 27).

Item	Color
Comment	Green
Background	White

---

## Using Verbose Mode

Verbose Mode is a feature that allows you to view all the information on every command: what is sent to and from the device, the command status, and all the information it returns. This information is displayed in the Results Panel and it is the same information that is sent to the log file if you enable automatic log file generation (see [Generating and Saving Log Files](#) on page 37).

This amount of information can be useful for diagnostic purposes; however, you may not want to see all this information all the time, so you can decide at any time to enable or disable Verbose Mode by toggling between Verbose Mode and Standard Mode.

To enable/disable Verbose Mode, press <Ctrl+Alt+V>. A dialog box appears telling you whether Verbose Mode is enabled or disabled.

The default setting for Verbose Mode is disabled. If you shut off xTalk Management Console, the system reverts to disabled the next time you log on, and you must press <Ctrl+Alt+V> again to enable it.

---

# Saving the Contents of the Results Panel

You can save the entire contents of the Results Panel to a .txt file any time the status bar shows the system is Idle.

## Saving data to a new text file

To save the contents of the Results Panel to a new text file:

1 Do one of the following:

- Choose **File > Save As** from the menu.
- If you have not saved the contents of the Results Panel yet, click the **Save** button on the toolbar.

The **Save xTalk Log File** dialog box opens.

2 Browse to and select the location where you want to save the file; name the file; and click **Save**.

The information is saved to the file in the location you specify.

Notice that the location and filename now appear in the xTalk Management Console Windows title bar. This file is now considered active and the only way to make it non-active is to exit xTalk Management Console or **Save As** to a new file.

If you change the contents of the Results Panel, you can either:

- Continue to **Save** to this active file, which overwrites the current contents (see [Saving data to the active text file](#), below) or
- Save the data to a new file by selecting **File > Save As** again. This new file then becomes the active file.

## Saving data to the active text file

To save data to the currently active text file, do one of the following:

- From the menu bar select **File > Save**.
- From the toolbar, click the **Save** button.

The most recently created file stays active until you exit xTalk Management Console.

**Note:** xTalk Management Console will only **Save** to an existing file if the file is closed. If the file is open, no new changes will be saved.

---

## Sending the Contents of the Results Panel

This option allows you to e-mail the contents of the Results Panel to someone. You may do this manually any time the status bar shows the system is Idle.

To send a view:

- 1 Choose **File > Send View** from the menu bar,.

An e-mail message opens. The contents of the Results Panel are placed into a .txt file and attached to the e-mail. The subject line of the e-mail is "xTalk Management Console Log File." The e-mail is addressed to support@quantum.com.

- 2 Address and send the e-mail.

---

## Clearing the Contents of the Results Panel

This option allows you to clear all data from the Results Panel. To clear, perform one of the following actions:

- Choose **Edit > Clear View** from the menu
- Click the **Clear** button on the toolbar.

- Right-click anywhere in the Results Panel and select **Clear View** from the pop-up menu.

**Note:** Clearing the view removes information from the Results Panel. However, it does not close the active file (see [Saving the Contents of the Results Panel](#) on page 14). If you perform a save after clearing the view, you will overwrite the contents of the active file with NOTHING. Make sure you want to do this.

---

## Searching the Results Panel

To find a specific word or string of characters in the Results Panel:

- 1 Do one of the following:
  - Choose **Edit > Find** from the menu.
  - Type the keyboard shortcut <Ctrl+F>.
  - Right-click anywhere in the Results Panel and select **Find** from the pop-up menu.
- 2 Enter the text you want to find.
- 3 Click **Find Next**.

The first instance of the item you are searching for is highlighted in the Results Panel.
- 4 To find the next instance of the item, click the **Find Next** button again.
- 5 Once you close the window, you can search for the last searched-for item by doing one of the following:
  - Choose **Edit > Find Next** from the menu.
  - Press the <F3> key.

---

## Adding Comments to the Results Panel

While you cannot change any of the data in the Results Panel, you can enter comments at the end of the displayed text.

You can also run a number of consecutive tests or tasks and add comments after each one.

**Note:** You can keep the Comments dialog open in the window as you perform other operations by using the Push Pin feature (see [chapter 12, Using Push Pins](#)).

To add a comment to the Results Panel:

- 1 Do one of the following:
  - Choose **Edit > Add Comments To Window** from the menu.
  - Right-click in the Results Panel and select **Add Comments to the window**.

The **Comment** dialog box opens.

- 2 Click in the **Comment** dialog box and enter your comments.
- 3 Click **Apply**.

The comment appears in the Results Panel at the end of the displayed text, and disappears from the **Comments** dialog box.

- 4 When finished commenting, click **Done**.

**Note:** You can change the color of the comments using the Preferences dialog box (see [Change Color of Items](#) on page 27).

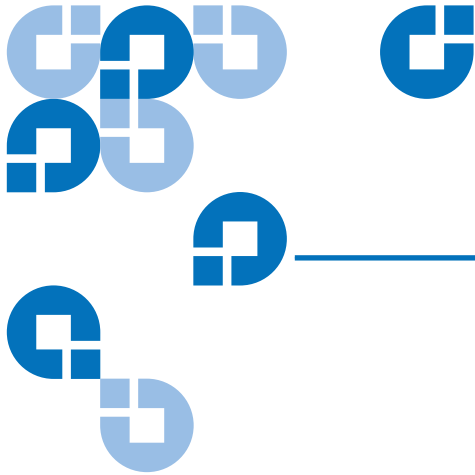
---

## Copying Information from the Results Panel

You can copy information from the Results Panel to paste into another application (you cannot alter the contents of the Results Panel itself). To copy information from the Results Panel:

- 1 Select the information to copy by doing one of the following:
  - Use your mouse to select the information you want to copy.
  - To select all the information, right-click anywhere in the Results Panel and choose **Select All** from the pop-up menu.
- 2 Copy the information by doing one of the following:
  - Choose **Edit > Copy** from the menu.
  - Right-click anywhere in the Results Panel and choose **Copy** from the pop-up menu.

The data is copied to the Windows clipboard, and you can now paste it into another application.



## Chapter 3 Shortcuts

---

There are a number of shortcuts you can use instead of menu commands and toolbar buttons:

- [Keyboard Shortcuts](#)
- [Right-click Shortcuts](#)
- [Double-click Shortcuts](#)

---

### Keyboard Shortcuts

If you are more comfortable and efficient using the keyboard, you can use keyboard shortcuts to issue certain commands. The following table shows commands and the shortcut for each.

Command	Keyboard Shortcut
Abort script	<Ctrl+A>
Copy	<Ctrl+C>
Find	<Ctrl+F>
Find Next	<F3>

Command	Keyboard Shortcut
View online User's Guide (this document)	<Shift+F1>
Inquiry	<Ctrl+I>
Run script	<Shift+R>
Save	<Ctrl+S>
Test unit ready	<Ctrl+T>

## Right-click Shortcuts

You can execute a number of common commands by right-clicking a device or in the results panel and then selecting what you want to do from the menu that appears upon right-click. The following table describes these actions:

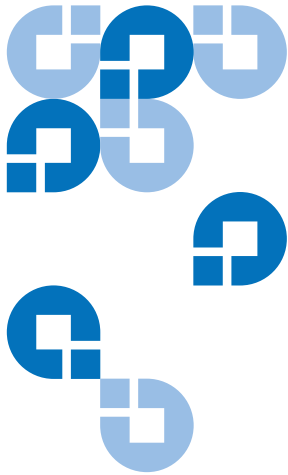
Right-click this	Available menu choices
A device in the Device Selection Panel	<ul style="list-style-type: none"> <li>• Inquiry Information</li> <li>• Test Unit Ready</li> <li>• Medium Auxiliary Memory (MAM)</li> <li>• Media Compatibility</li> <li>• FUP Drive</li> </ul>
Anywhere in the Results Panel	<ul style="list-style-type: none"> <li>• Clear View</li> <li>• Copy</li> <li>• Select All</li> <li>• Find</li> <li>• Add Comments to the window</li> <li>• Preferences</li> </ul>



---

## Double-click Shortcuts

You can avoid clicking the **Run** button by double-clicking the script you want to run on a selected device.



# Setting Preferences

---

The **Preferences** dialog box allows you to perform the following activities:

- [Generate Log File](#)
- [Show Splash](#)
- [Show Startup Caution](#)
- [Load Count Threshold](#)
- [Configure Update Wizard - Update Check](#)
- [Folders](#)
- [Change Color of Items](#)
- [Return to Default Settings](#)

To set preferences, follow these steps:

- 1 Select **View > Preferences** from the menu.

The **Preferences** dialog box shows the options that are available to you (see [figure 2](#)).

**Note:** If the sub-items are not displayed, click the plus sign to the left of the category.

Figure 2 Preferences Dialog Box

Preferences	
<b>General Setup</b>	
Generate Log File	<input checked="" type="checkbox"/>
Show Splash	<input checked="" type="checkbox"/>
Show Startup Caution	<input checked="" type="checkbox"/>
<b>Load Count Threshold</b>	
Number of Loads * 100	50
<b>Configure Update Wizard</b>	
Update Check	Every Day
<b>Folders</b>	
Log Folder	C:\Program Files\Quantum\Talk\Logs\
FA Data Folder	C:\Program Files\Quantum\Talk\FAData\
Test Script Folder	C:\Program Files\Quantum\Talk\Scripts\
<b>Color Items</b>	
Comment	<input checked="" type="checkbox"/> RGB (0, 128, 0)
Background	<input type="checkbox"/> RGB (255, 255, 255)
<p><b>No Item Selected</b> Select an item to see its description.</p>	
<p>OK Cancel Apply Defaults</p>	

- 2 Follow the instructions below for setting each condition.
- 3 When finished, do one of the following:
  - Click **Apply** to accept all changes and close dialog box, or
  - Click **Cancel** to close the dialog box without accepting any changes.

**Note:** To reset preferences to default settings click **Defaults** (see [Return to Default Settings](#) on page 27).

---

## General Setup

---

### Generate Log File

When selected, this feature enables automatic log-file generation after every script has completed. The log files are stored in the directory listed in the Log Folder section of the **Preferences** dialog box.

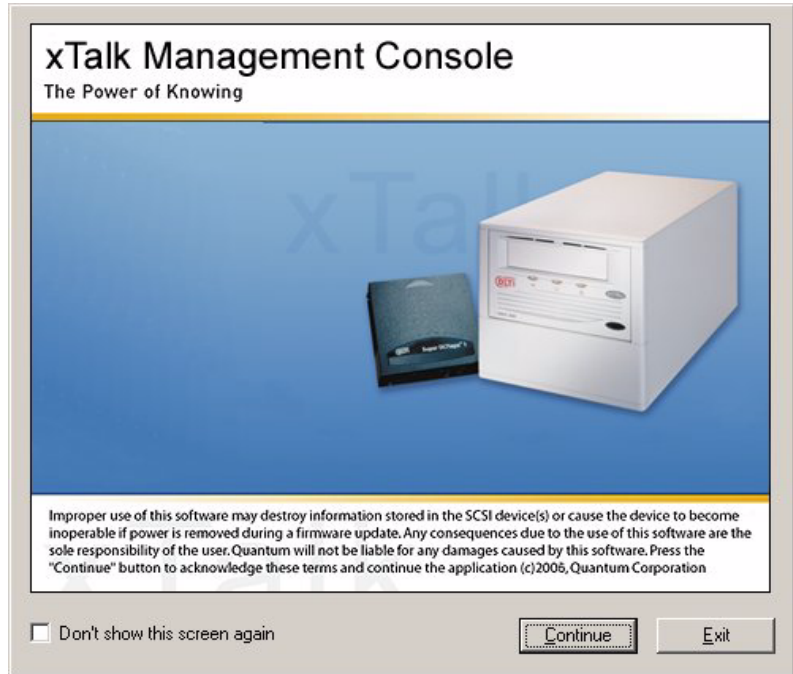
The information saved to the log file is often more than what is displayed in the Results Panel (unless you have Verbose Mode enabled — see [Using Verbose Mode](#) on page 13). This can be useful for debugging.

---

### Show Splash

Show Splash displays xTalk Management Console splash screen at startup (see [figure 3](#)). To disable this screen, deselect the option. (You can also select the “Don’t show this screen again” box at the bottom of the splash screen when it displays).

Figure 3 Splash Screen



### Show Startup Caution

Show Startup Caution displays a **Caution** screen at startup (see [figure 4](#)). To disable this Caution, deselect the option. (You can also select the "Don't show this screen again" check box at the bottom of the **Caution** screen.)

Figure 4 Caution Screen



---

## Load Count Threshold

This feature is currently disabled.

---

## Configure Update Wizard – Update Check

This feature is currently disabled.

---

## Folders

The Folders section displays the default path to the Logs folder, the FADData folder, and the Scripts folder. This information is read-only. You

can use the path information to find where these files are located on your system.

**Note:** You always have the option to save files elsewhere; this just shows you the system default.

---

## Change Color of Items

Color Items allows you to change the color for information displayed in the Results Panel. (The default colors are listed in [Displayed Information](#) on page 13.)

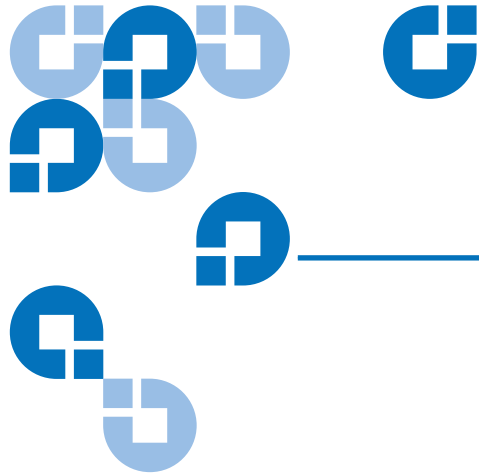
To change a color setting:

- 1 Click the square showing the color you want to change.  
xTalk displays a color selection chart.
- 2 Click the color you want to use.

---

## Return to Default Settings

To remove preference settings and return to default values, click the **Defaults** button. A dialog box opens asking if you are sure you want to set the application to its default state. If you do, click **Yes**.



## Chapter 5 Getting Updates

---

This chapter shows you how to update xTalk Management Console and device firmware. It covers the following topics:

- [Updating xTalk Management Console](#)
- [Updating Device Firmware](#)
- [Creating a Firmware Update \(FUP\) Tape](#)

---

### Updating xTalk Management Console

To update xTalk Management Console:

- 1 Go to the following Web site and download the xTalk Management Console executable file to your computer.

<http://www.quantum.com/ServiceandSupport/SoftwareandDocumentationDownloads/Index.aspx>

- 2 Double-click the executable file.

The installer deletes previous versions of xTalk Management Console system files and replaces them with with the latest version. Any user-created files that are not part of the install package (for example, scripts, log files, FA dumps) remain intact.



The installation includes the latest versions of:

- xTalk Management Console application software
- Help files
- Test scripts
- Release notes (to access the Release Notes, select **Help > Read Me** from the xTalk Management Console menu bar)

---

## Updating Device Firmware

This option updates the firmware image; that is, it transfers a new firmware image file to the device.

**Note:** Previous versions of xTalk Management Console included a feature that automatically searched the Web for the latest firmware updates and installed them upon startup. This feature has been disabled. Instead, you must go out to the Web, find the latest firmware version, and download it to your PC yourself (see [step 1](#) below). Future releases will include the automatic Web search-and-install feature.

To update the firmware image, follow these steps:

- 1** Download the latest firmware image file to your PC from the following Web site:  
<http://www.quantum.com/ServiceandSupport/SoftwareandDocumentationDownloads/Index.aspx>
- 2** Select the device you want to update from the Device Selection Panel.
- 3** If the device you want to update is a tape drive, remove the tape cartridge completely from the device.

- 4 If the device you want to update is a GoVault™ device, be sure the hard drive cartridge is loaded in the unit.

**Note:** You cannot load firmware onto a password-protected GoVault cartridge unless the password has been entered using the GoVault System Application since the last power up or cartridge insertion. If the GoVault cartridge is password protected, make sure the GoVault System Application is installed on the same computer as xTalk Management Console.

The GoVault System Application prompts you for the password and allows access to the cartridge. If the GoVault System Application is not installed, you will not be prompted for the password and you will receive error messages when trying to load firmware.

You can download the GoVault System Application from the installation CD that came with your GoVault, or from <http://www.quantum.com/ServiceandSupport/SoftwareandDocumentationDownloads/GoVault/Index.aspx>.

- 5 Do one of the following:

- Choose **Commands > FUP Drive** from the menu.
- Click the **FUP Drive** button on the toolbar.

xTalk displays a Warning message (see [figure 5](#)).

**Note:** For GoVault drives only, the last two sentences of the error message are incorrect. This will be fixed in future versions of xTalk.

Figure 5 Firmware Update  
Warning



- 6 Click **OK**.
- 7 **GoVault devices only:** A dialog box opens warning you that xTalk will force a system reboot when the firmward update is complete (see [figure 6](#)). Click **OK**.

Figure 6 GoVault System  
Reboot Message



- 8 A dialog box opens allowing you to browse for the firmware image file. Locate the firmware image file on your PC that you want to install and click **Open**.

A dialog box opens telling you the update is about to start, as follows:

Your device will now start the firmware update. This will take up to 8 minutes to complete. Please wait for the firmware update process to be completed before making any changes to the state of your system or power.

**9 Click OK.**

The firmware update begins. A Warning message opens stating:

Your device is being updated with firmware. **DO NOT** disturb the device for a period of 8 minutes, even if your computer stops functioning. The device will complete the firmware update once it has started, without the assistance of the computer or SCSI bus.

Progress is shown via text and a status bar. When the image file has completed transfer onto the device, the following message displays in a dialog box: "The drive has completed the firmware update procedure."

**10 Click OK.**

**11 GoVault devices only:** A brief message displays, stating "the system will now reboot." Then your computer automatically reboots.

---

## Error Messages

If you get an error message during the firmware update process, click **OK** in the error dialog box. Another dialog box opens listing the Sense Key, Additional Sense Code (ASC), Additional Sense Code Qualifier (ASCQ), and a description of the error. Fix the problem and click **OK**.

## Creating a Firmware Update (FUP) Tape

This option allows you to write a firmware image onto a data cartridge to be used as a firmware update (FUP) tape.

**Note:** This feature can only be used with tape drives. Not all tape drives support this feature.

To write a FUP tape:

- 1 Select a device from the Device Selection Panel.
- 2 Do one of the following:
  - Choose **Commands > Write FUP Tape** from the menu.
  - Click the **FUP Tape** button on the toolbar.

A warning message appears stating: “You are about to permanently overwrite data on this tape. Click OK to select the image file or click Cancel to discontinue the FUP tape operation.”

- 3 Click **OK**.

The **Open** dialog box opens.

- 4 Browse to and select a firmware image file.

- 5 Click **Open**.

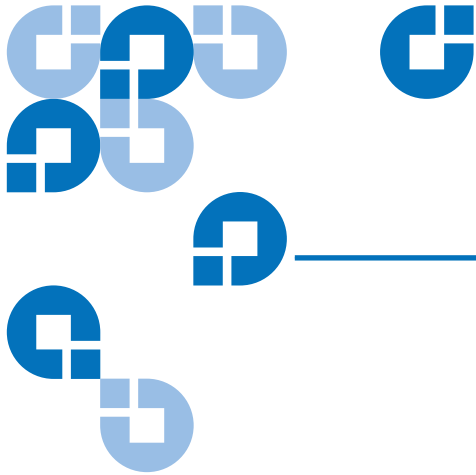
The tape rewinds. A dialog box opens reminding you to “write protect this tape before attempting to use it to update firmware in a drive.”

- 6 Click **OK**.

The firmware image is written to the data cartridge. When complete, a dialog box displays this message: “FUP tape operation complete.”

- 7 Click **OK**.

**Note:** When the FUP tape operation is complete, you can use the tape to update the firmware in other tape devices. For instructions, refer to the tape drive’s product manual.



# Running a Test or Task

---

When you run a test or a task, xTalk Management Console sends a script to the device telling it to perform the specified action. This chapter covers the following test/task related functions:

- [Checking Device Readiness](#)
- [Running a Test or Task](#)
- [Aborting a Test or Task](#)

---

## Checking Device Readiness

This option queries the device to determine if it is ready to run a test or task. This option also clears check condition buffers.

To determine whether a device is ready:

- 1 Select a device from the Device Selection Panel.
- 2 Do one of the following:
  - Choose **Commands > Test Unit Ready** from the menu.
  - Click the **Ready** button on the toolbar.

As the device readiness is checked, the status displays briefly in a dialog box. Then another dialog box opens, telling you if the device is ready or not.

3 Proceed as follows:

If the device is...	This happens:	Do this:
Ready	The <b>Test Unit Ready</b> dialog box opens, stating, "Your drive is ready to run a test or task. Click OK, select a test/task, and then click the 'Run' button to select and run a script."	Click <b>OK</b> to close the dialog box, return to xTalk main window, and begin running a test or task normally (see <a href="#">Running a Test or Task</a> , below).
Not ready	The <b>Test Unit Ready</b> dialog box opens, stating, "Your device is not ready to run a test or task. Click View Error to determine the problem or OK to return to the application."	Click <b>OK</b> to return to xTalk main window, or click <b>View Error</b> to display a dialog box that contains check conditions and a brief description of the error. Click <b>OK</b> to close the dialog box  Fix the error and try again.

---

# Running a Test or Task

To run a test or task:

- 1 Select the device on which you want to run the test or task from the Device Selection Panel.
- 2 Select the script you want to run from the Script Selection Panel, or click a toolbar button (if you click a button, skip [step 3](#)).
- 3 Start the test or task by doing one of the following:
  - Click the **Run** button on the toolbar.
  - Double-click the test or task.

**Note:** If the test or task will take a long time to complete, a dialog box opens telling you how long it will take. You can click **Yes** to continue or **No** to stop.

**Note:** If a TapeAlert exists, xTalk Management Console displays the **TapeAlert** dialog box (see [chapter 9, Viewing TapeAlerts](#)). The test or task may or may not continue running, depending on the severity of the TapeAlert.

- 4 Follow the instructions displayed in the Results Panel or in any dialog box that may open regarding the test or task.  
  
xTalk runs the test or task, displaying the results in the Results Panel.
- 5 For information on how to save these results or send them to a recipient, see the following sections:
  - [Chapter 7, Log Files](#)
  - [Saving the Contents of the Results Panel](#) on page 14
  - [Sending the Contents of the Results Panel](#) on page 15



---

## Aborting a Test or Task

This option allows you to stop a running test or task before it reaches completion.

**Note:** The Abort function is only available for scripts, not commands. The Abort function is available only when a script is running.

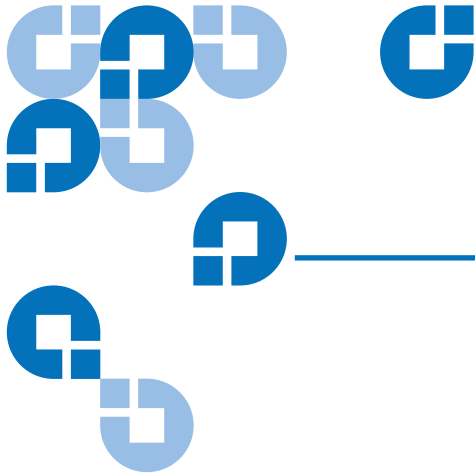
To abort a test:

- 1 Click the **Abort** button on the toolbar.

A dialog box opens asking, "Are you sure you want to abort this test?"

- 2 Click **OK**.

**Note:** If the device is executing certain operations, the abort signal may not stop the test until the operation is complete.



## Chapter 7 Log Files

Log files are records of individual tests or tasks performed. This chapter describes the following operations:

- [Generating and Saving Log Files](#)
- [Viewing Log Files](#)
- [Sending a Log File to a Recipient](#)

**Note:** A log file contains the results of a script (and some commands) performed. This may be different than the information displayed in the Results Panel (unless you have Verbose Mode enabled -- see [Using Verbose Mode](#) on page 13). Saving the contents of the Results Panel is different than saving a log file (see [Saving the Contents of the Results Panel](#) on page 14).

---

## Generating and Saving Log Files

You can set xTalk Management Console to automatically generate a log file for each script (and some commands) you run. To do this, you must manually enable the **Generate Log File** feature in the **Preferences** dialog box (see [Generate Log File](#) on page 24). The default setting is not enabled; that is, xTalk Management Console will not automatically create log files unless you tell it to.

The log files are stored where indicated in the **Preferences** dialog box (see [Folders](#) on page 26). The filename and path are also displayed in the Status Bar once the log file has been saved.

The log file name includes these components:

- Application name (xTalk)
- Date (for example, 01-15-2006)
- Time (24 hour clock) (for example, 143230)
- Device serial number (for example, HV0053Q) (this item may or may not be present)
- A .txt extension

Put together, the log file name looks like this: xTalk\_09-19-2006\_143230\_HV0053Q.txt.

---

## Viewing Log Files

To view the contents of a log file:

- 1 Locate the directory in which the log files are stored. The default location is indicated in the **Preferences** dialog box (see [Folders](#) on page 26).
- 2 Double-click the file you want to open.

Using standard Windows commands, you can print or delete the selected file.

---

## Sending a Log File to a Recipient

You can send a log file to a recipient any time you like. To send a log file:

- 1 Choose **File > Send Log** from the menu.

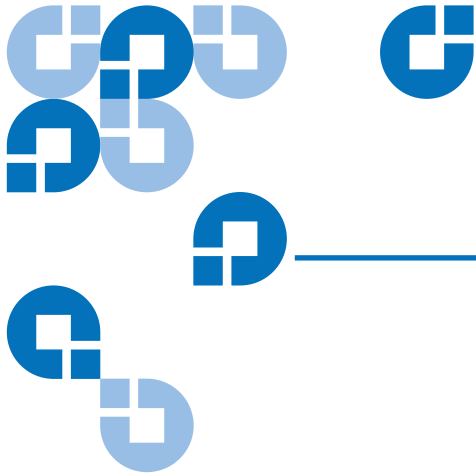
The **Select Log File** dialog box opens.

- 2 Browse to and select the log file you want to send.

- 3 Click **Open**.

An e-mail message opens. The log file is attached to the e-mail and “xTalk Management Console Log File” appears in the e-mail Subject line. The e-mail is addressed to support@quantum.com.

- 4 Type any message and send the e-mail.



## Chapter 8 Viewing Media Data

---

This chapter describes how to view the following media information:

- [Viewing Media Compatibility](#)
- [Viewing Medium Auxiliary Memory \(MAM\)](#)

**Note:** This chapter applies only to tape drives.

---

## Viewing Media Compatibility

The Media Compatibility Tool allows you to see the following for each drive type:

- Recommended media
- Compatible media
- Compatible cleaning media

To open the Media Compatibility Tool:

- 1 Select a device from the Device Selection Panel.
- 2 Do one of the following:
  - Choose **View > Media Compatibility** from the menu. This opens the Media Compatibility Tool main page, from which you can select any drive (see [figure 7](#)).

- Select a device, then right-click in the Device Selection Panel and select **Media Compatibility** from the pop-up menu. This opens the Media Compatibility Tool to the page corresponding to the selected device (see [figure 8](#)).
- 3 When you are finished viewing, close the Media Compatibility Tool window.

Figure 7 Media Compatibility Tool Main Page

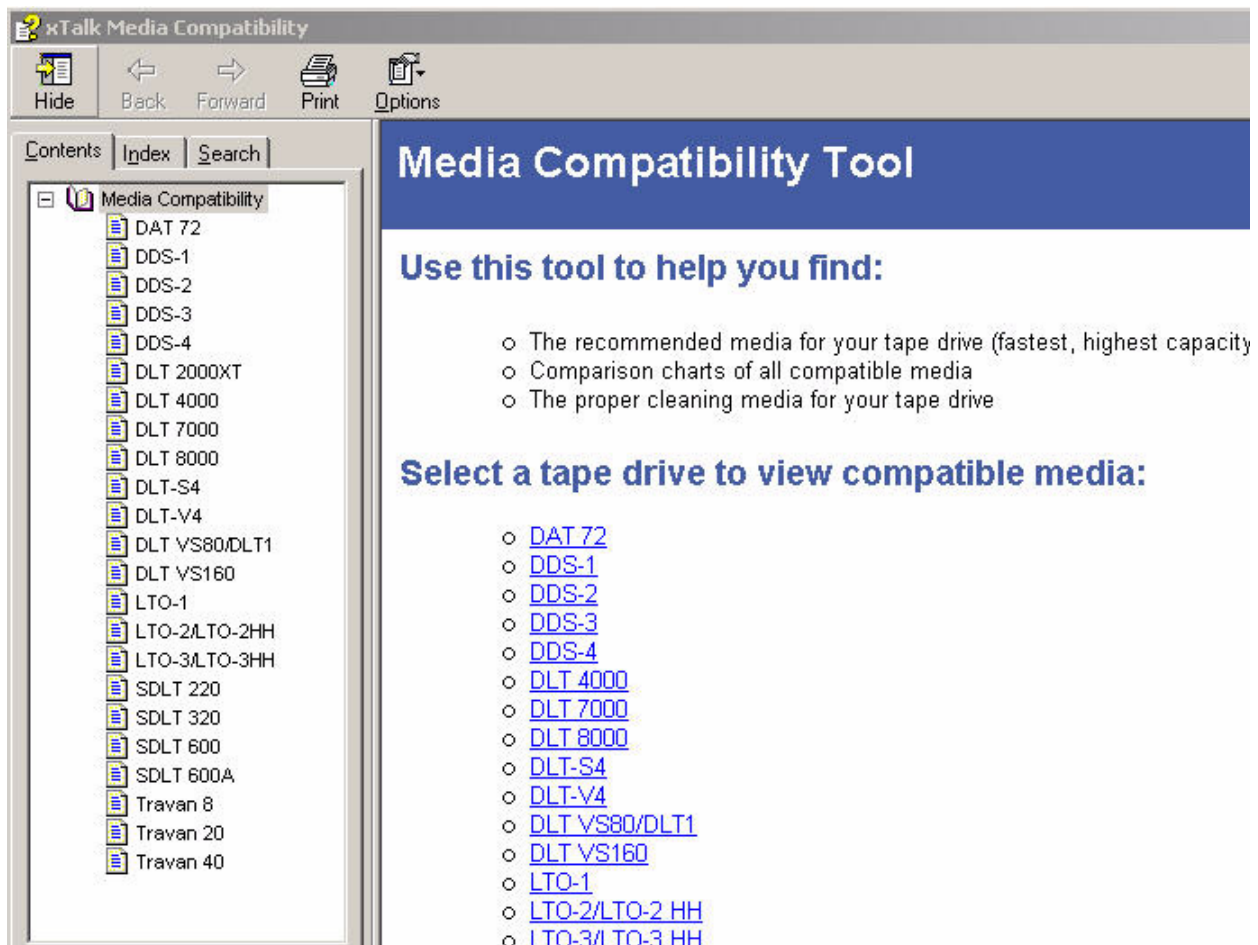


Figure 8 Media Compatibility  
Tool Device Page

**Media Compatibility**  
**LTO-2/LTO-2HH and LTO-2 HH Tape Drive**

**LTO-2**                      **LTO-2 HH**

**Recommended Media - Best Capability For This Tape Drive**

Media	Compatibility	Written By (Drive)	Capacity (Native)	Tran
Ultrium 2 (order # MR-L2MQN-01)	Read/Write	LTO-2/ LTO-2HH	200 GB	3

**Compatible Read/Write Media**

Media	Compatibility	Written By (Drive)	Capacity (Native)	Tran
Ultrium 1	Read/Write	<a href="#">LTO-1</a>	100 GB	1

**Cleaning Cartridge**

Media	Compatibility
-------	---------------

## Viewing Medium Auxiliary Memory (MAM)

Information about the device, the medium, and the host is stored directly on the tape in the medium auxiliary memory (MAM).

**Note:** This command is not available for all device types.

To view the information stored in MAM:

- 1 Select a device from the Device Selection Panel.
- 2 Do one of the following:
  - Click the **MAM** button on the toolbar.
  - For DLT devices: Choose **Commands > View Medium Auxiliary Memory (MAM)** from the menu.
  - For LTO devices: Choose **Commands > Generate Medium Auxiliary Memory (MAM)** from the menu.

One of the following happens:

**If the selected device is an LTO device:**

The MAM data is saved to a .bin file. A dialog opens telling you the filename and location of this file. The filename includes the device serial number. Click **OK**. This file is in ASCII text and will be difficult to read. However, you can e-mail this .bin file to Quantum Support for diagnosis (mail to support@quantum.com). Process is complete; none of the following steps apply to LTO devices.

**If the selected device is a DLT device:**

The **MAM** dialog box opens (see [figure 9](#)). Continue to [step 3](#).

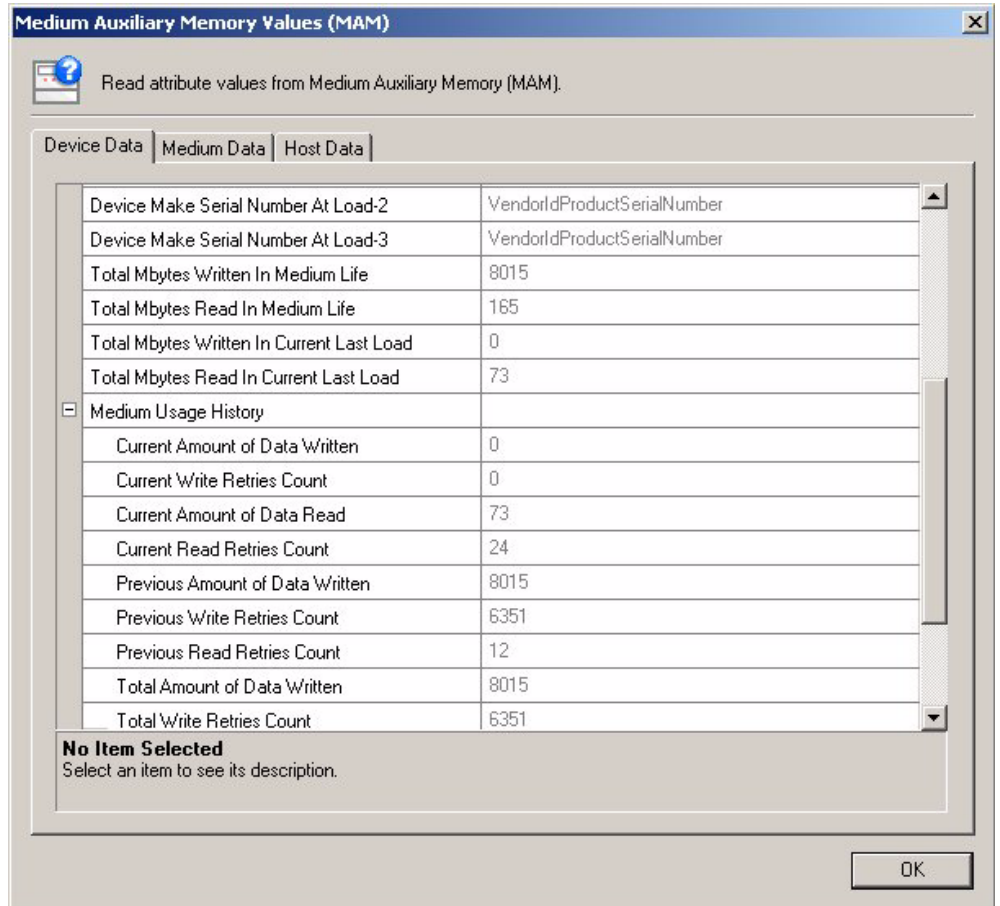
- 3 Click one of the tabs to view the information. The tabs are as follows:

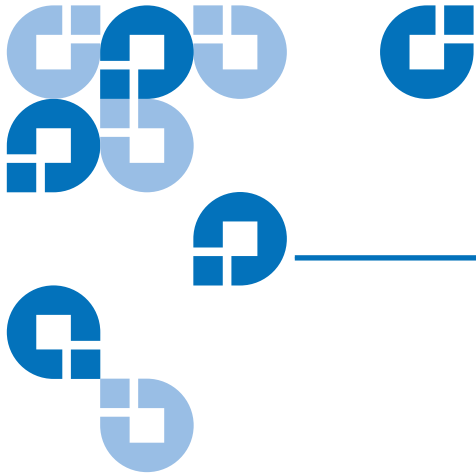
**Note:** Not all tabs are available for all device types.

- **Device Data** to view standard device type attributes
  - **Medium Data** to view standard medium type attributes
  - **Host Data** to view standard host type attributes
- 4 When finished viewing, click **OK**.



Figure 9 MAM Dialog Box





## Chapter 9

# Viewing TapeAlerts

---

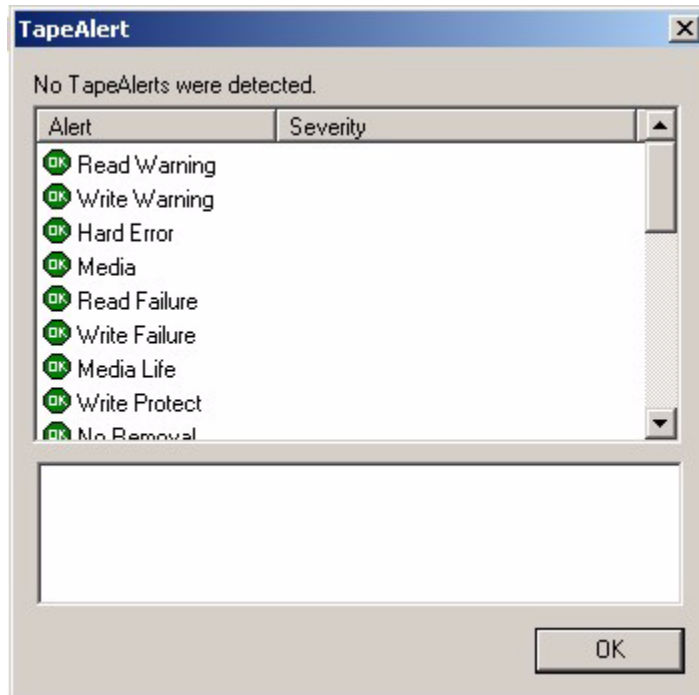
TapeAlert flags indicate the results of a tape drive's ongoing self diagnosis, allowing you to monitor the tape drive's behavior. When a TapeAlert flag is detected, it is displayed in the **TapeAlert** dialog box.

**Note:** This feature is **not** available for the following devices:  
DLT 7000, DLT 8000, DLT1, VS80, VS160, GoVault.

You can view the **TapeAlert** dialog box under the following conditions:

- Before running any test or task, xTalk Management Console checks for TapeAlert flags. If it detects them, it displays them in the **TapeAlert** dialog box. If the TapeAlert is critical, you have the option to abort the script.
- When finished running a test or task, if xTalk Management Console detects one or more TapeAlerts, it displays the **TapeAlert** dialog box.

Figure 9 TapeAlert Dialog Box



The **TapeAlert** dialog box lists all possible TapeAlerts. To the left of the TapeAlert is an icon depicting the severity of the TapeAlert for this device. Problem TapeAlerts are at severity levels of Warning or Critical. The Severity column tells you if the TapeAlert is a Warning or Critical. If a TapeAlert was detected at startup or before beginning a test or task, it is displayed in the area beneath the list of TapeAlerts.

Level of Severity	Definition	Color
OK	No problem	Green
Warning	Possible loss of data	Yellow
Critical	Possible loss of data requiring user intervention, service call, or both	Red

Use the TapeAlert dialog box as follows:

- 1 Use the scroll bar to scroll through the list of TapeAlerts to see which ones are Warning or Critical.
- 2 Click on a “Warning” or “Critical” TapeAlert to read information and instructions.

Information about the selected TapeAlert displays in the area beneath the list of TapeAlerts (see [figure 10](#)).

Figure 10 Viewing a Warning TapeAlert



- 3 When finished viewing, click **OK** to exit.
- 4 If the TapeAlert is detected before the script runs, and the TapeAlert is “Critical,” a second dialog box opens asking if you wish to continue running the script. Click **Yes** or **No** as desired.
- 5 Follow the instructions that were given in the **TapeAlert** dialog box.

TapeAlerts are specific to the tape drive; for additional information on a TapeAlert, refer to the product manual and/or SCSI interface guide for the tape drive.



## Chapter 10 FA Data Files

---

A Failure Analysis (FA) data file provides a “snapshot” of the current state of a selected device. This information can be used by service personnel to analyze or troubleshoot device problems.

**Note:** FA data cannot be gathered for all device types. The FA Data features described in this section work with the following device types: SDLT 220, SDLT 320, SDLT 600, DLT-S4, VS-160, DLT-V4. Some other device types allow you to generate FA data in the form of a trace buffer (see [GENERATE TRACE BUFFER](#) on page 54) or an EEPROM buffer (see [GENERATE EEPROM BUFFER](#) on page 54).

This section provides instructions on:

- [Generating an FA Data File](#)
- [Sending an FA Data File to a Recipient](#)

---

## Generating an FA Data File

You use the FA Data Collection Wizard to generate FA data files. The FA Data Collection Wizard queries the tape drive, retrieves diagnostic and core data, and compresses it into a file. The default filename consists of

the device serial number with a .dmz or .dmp extension, depending on device type (for example, JK00DA8.dmz).

To generate an FA data file:

- 1 Select a device from the Device Selection Panel.
- 2 Do one of the following:
  - Choose **Commands > Failure Analysis Data** from the menu.
  - Click the **FA Data** button on the toolbar.

**Note:** You can also select the appropriate FA Data or FA Dump script (depending on device type) from the Script Selection Panel then click the **Run** button on the toolbar. However, running this script instead of the Wizard has several differences:

- The script leads you through slightly different dialogs.
- Status information is displayed in the Results Panel rather than in dialog boxes.
- You cannot send the file immediately after generating (as described in [Sending Immediately After Generating](#) on page 50).

The FA Data Collection Wizard opens, stating, “Welcome to the FA Data Collection Wizard. It will help you generate FA Data. Click ‘Next’ when ready.”

- 3 Click **Next**.

The second dialog box opens, displaying a default filename and location where the FA Data file will be saved.

- 4 Do one of the following:
  - To save to the listed filename and location, click **Next**.
  - To save to a different location or filename, click **Browse**. The **FA Data Filename** dialog box opens. Choose a new filename and/or location, then click **Open**. You return to the previous dialog box, with your chosen filename and path listed. Click **Next**.

An information-gathering dialog box opens asking for information about you and the problem with the device.

- 5 Fill out the information requested and click **Next**.

A dialog box opens stating, “The FA Data Wizard is ready to collect the requested information. Click ‘Start’ when ready.”

**6 Click Start.**

The FA data file is generated saved to the specified location. This may take several minutes.

If the FA data collection is successful, a message states, “The FA Data Collection Wizard has successfully collected the device data” (see [figure 11](#)).

At this point, you have the option to send the FA Data file to a recipient (see [Sending an FA Data File to a Recipient](#)).

**7 If you choose not to send the FA data file, click Exit.**

Figure 11 FA Data Collection Successful



If the FA data collection fails, the message in the dialog box states, “FA Data collection failed. Click ‘Back’ to try again. If this continues, verify your SCSI cabling, termination, and firmware version for your product.” Click **Back** or **Exit**.



## Sending an FA Data File to a Recipient

You can send FA Data files via e-mail in two ways:

- [Sending Immediately After Generating](#)
- [Sending Any Time](#)

### Sending Immediately After Generating

After you successfully generate an FA Data file using the FA Data Collection Wizard, you have the option to immediately send the file to a recipient as follows:

- 1 Select the **Send FA Data to recipient** checkbox (see [figure 12](#)).

When you select the checkbox, the **Exit** button changes to **Send**.

Figure 12 Sending FA Data To a Recipient



- 2 Click **Send**.

An e-mail message opens. The FA data file is attached to the e-mail and "xTalk Management Console FA Data File" appears in the e-mail Subject line. The e-mail is addressed to support@quantum.com.

- 3 Type a message and send the e-mail.

The dialog box closes once you send the e-mail.

---

## Sending Any Time

You can send an FA Data file to a recipient any time you like as follows:

- 1 Select **File > Send FA Data** from the menu.

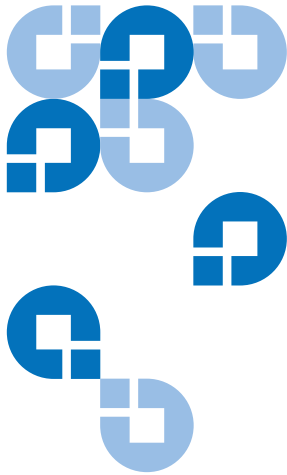
The **Select FA Data File** dialog box opens.

- 2 Browse to and select the FA data file you want to send.

- 3 Click **Open**.

An e-mail message opens. The FA data file is attached to the e-mail and “xTalk Management Console FA Data File” appears in the e-mail Subject line. The e-mail is addressed to support@quantum.com.

- 4 Type a message and send the e-mail.



# General Device Commands

---

This chapter details general device commands that are not covered in other chapters of this manual. For additional information about SCSI commands, refer to the SCSI reference manual for the device you are testing.

**Note:** Some device types may not support all of these commands. If a selected device does not support a listed command, the command will not appear in the menu or toolbar, or it will appear but be greyed out.

This chapter discusses the following commands:

- [Compression Mode - Viewing and Setting](#)
- [Compression Status - Viewing and Setting](#)
- [CREATE DLTSAGE WORM TAPE](#)
- [GENERATE EEPROM BUFFER](#)
- [GENERATE TRACE BUFFER](#)
- [INQUIRY INFORMATION](#)
- [PARK](#)
- [Removable Storage Settings](#)
- [RESCAN](#)
- [RETENSION](#)
- [UNPARK](#)

---

## Compression Mode – Viewing and Setting

This feature is currently not functional.

---

## Compression Status – Viewing and Setting

When compression is enabled, the tape drive compresses data at a 2:1 ratio (the tape drive compression bit is set to 1).

When compression is disabled, the system does not compress data (the tape drive compression bit is set to zero).

You can view and set compression status for the selected device as follows:

**Note:** For LTO devices only, you can also set the compression mode, which overrides the compression status (see [Compression Mode – Viewing and Setting](#) on page 56).

---

### VIEW CURRENT STATUS

You can see whether compression is enabled or disabled for a particular device by doing the following:

- 1 Select a device from the Device Selection Panel.
- 2 Select **Commands > Compression Status > View Current Status** from the menu.

The current status is displayed in the Results Panel.

---

### ENABLE/DISABLE COMPRESSION STATUS

You can enable or disable the compression status by doing the following:

- 1 Select a device from the Device Selection Panel.
- 2 Select **Commands > Compression Status** from the menu.
- 3 Choose either **Enable** or **Disable** from the menu.

The new status is displayed in the Results Panel.

When you exit xTalk Management Console and log back in, the compression status remains where it was when you exited.

---

## CREATE DLTSAGE WORM TAPE

This command sets a tape cartridge to be DLTSage WORM compatible [formats the tape cartridge as write-once read-many (WORM)].

**Note:** This command only works on media that does not already have data written on it. It works on the following device and tape combinations:

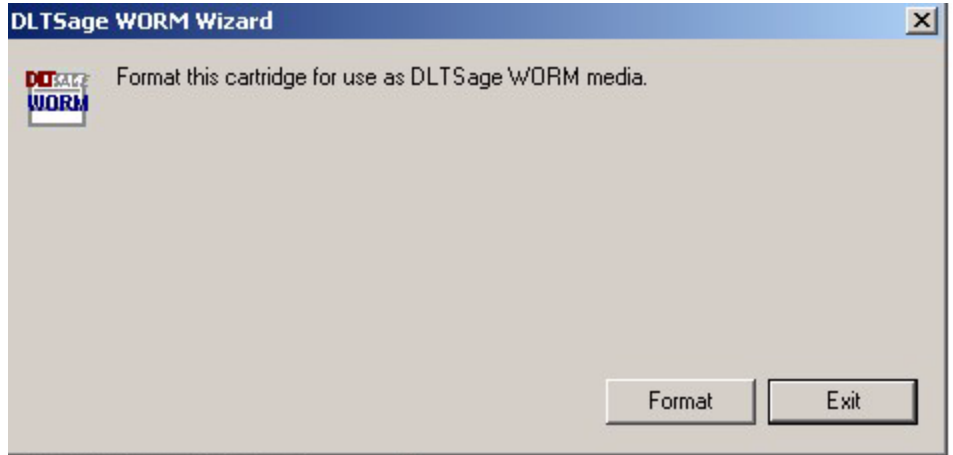
- SDLT 600 with a Super DLTtape II cartridge
- DLT-S4 with a Super DLTtape II or Super DLTtape III cartridge
- DLT-V4 with a DLTtape VS1 cartridge

To perform this command:

- 1 Select a device from the Device Selection Panel.
- 2 Insert a blank tape cartridge that contains no data and wait for the drive to come ready.
- 3 Do one of the following:
  - Select **Commands > DLTSage WORM Tape** from the menu.
  - Click the **DLTSage WORM** button on the toolbar.
  - You may also select the **Create\_DLTSate\_WORM\_Tape** task from the Script Selection Panel and click the **Run** button. This will perform the operation without bringing up the Wizard. All results are displayed in the Results Panel.

The **DLTSage WORM Wizard** dialog box opens (see [figure 14](#)).

Figure 13 DLTSage WORM Wizard



**4** Click **Format**.

The tape cartridge is formatted as a DLTSage WORM cartridge.

**Note:** If the cartridge has already been formatted with DLTSage WORM, a dialog box opens stating “This is a DLTSage WORM cartridge” and displays the DLTSage WORM signature.

**Note:** If the media is not blank, a dialog box opens stating it cannot be used to create a DLTSage WORM cartridge.

After the cartridge has been successfully formatted, the dialog box message tells you so.

**5** Click **Exit** to return to xTalk Management Console.

---

## GENERATE EEPROM BUFFER

The **GENERATE EEPROM BUFFER** command collects drive information from the electrically erasable programmable read-only memory (EEPROM) and saves this information to a .bin file.

**Note:** This command is only available for LTO tape drives.

To perform this command:

- 1 Select a device from the Device Selection Panel.
- 2 Do one of the following:
  - Choose **Commands > Generate EEPROM Buffer** from the menu.
  - Click the **EEPROM** button on the toolbar.

The EEPROM data is saved to a .bin file, written in ASCII text. The name and path are displayed in a dialog box. The name of the file is the EEPROM\_<device serial number>.bin.

You can open this .bin file, but you will not be able to easily read the file since it is in ASCII text. However, you can e-mail the file to Quantum Support for diagnosis (mail to support@quantum.com).

- 3 Click **OK** to exit.

---

## GENERATE TRACE BUFFER

The **GENERATE TRACE BUFFER** command collects current drive status information from the trace buffer and saves it to a .bin or .svm file.

**Note:** This command is only available for DAT and LTO tape drives.

To perform this command:

- 1 Select a device from the Device Selection Panel.

2 Do one of the following:

- Select **Commands > Generate Trace Buffer** from the menu.
- Click the **Trace** button on the toolbar.

DAT trace buffer data is saved to a .bin file. LTO trace buffer data is saved to an .svm file. The files are written in ASCII text. The name and path are displayed in a dialog box. The name of the file is ChannelTrace Buffer\_<device serial number>.svm (for DAT) or Trace Buffer\_<device serial number>.svm (for LTO).

You can open the .bin and .svm files using a text editor. More commonly, however, you will e-mail the file to Quantum Support for diagnosis (mail to support@quantum.com).

3 Click **OK** to exit.

---

## INQUIRY INFORMATION

The **INQUIRY INFORMATION** command retrieves information about the device from the device firmware and displays it in a dialog box.

To display information about a device:

- 1 Select a device from the Device Selection Panel.
- 2 Do one of the following:

- Select **Commands > Inquiry Information** from the menu
- Click the **Inquiry** button

The **Inquiry** dialog box opens, with tabs displaying various data. The following tabs may be displayed (not all tabs are available for all devices).

- Standard Data
- Vendor Unique Data
- Vital Product Data
- Log Information (DAT 72 and DDS-4 devices only)

3 Click the tab to view the information you want.

4 To close the dialog box, click **OK**.



---

## PARK

The **PARK** command parks the drive arm. Before performing this command you must first remove the tape cartridge completely from the device.

**Note:** This command is only available for LTO full-height tape drives.

To perform this command:

- 1 Select a device from the Device Selection Panel.
- 2 Click the **Park** button on the toolbar.

---

## Removable Storage Settings

Removable Storage is a Microsoft® media-management product that comes bundled with Windows 2000 and later operating systems. When Removable Storage is running, it can interfere with xTalk Management Console operations. Therefore, Removable Storage should always be OFF when xTalk Management Console is running.

You can turn Removable Storage on or off at your convenience using Microsoft Management Console (refer to Microsoft documentation for how to do this).

Regardless of how you set Removable Storage, whenever you open xTalk Management Console, Removable Storage turns OFF. When you shut down xTalk Management Console, Removable Storage returns to the state it was set at before you opened xTalk Management Console.

---

## RESCAN

When you launch xTalk Management Console, it scans the bus for devices before opening. These devices are then displayed in the Device Selection Panel.

If you want to scan the bus at any other time, do one of the following:

- Click the **Rescan** button on the toolbar.
- Select **Commands > Rescan** from the menu.

Any new devices found are displayed in the Device Selection Panel.

**Note:** If you add new devices, it may take the operating system a little while to complete recognition. If the bus scan misses an attached device, try the rescan again -- you may need to rescan the bus more than once to display all the devices, or you may need to restart xTalk Management Console.

---

## RETENSION

The **RETENSION** command causes the tape to move from its current position to the end of media (EOM), then rewinds to the beginning of media (BOM), to remove excessive tension or slackness on the tape.

**Note:** This command is only available for LTO tape drives.

To perform this command:

- 1 Select a device from the Device Selection Panel.
- 2 Click the **Retension** button on the toolbar.

The tape retensioning begins. This process takes several minutes. Status is shown by a series of asterisks displayed in the Results Panel. Each asterisk represents 2 seconds. Each line of 30 asterisks equals one minute.

When complete, "Retension complete" displays in the Results Panel.

---

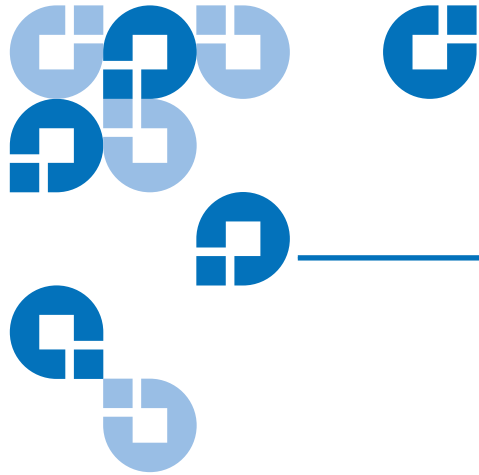
# UNPARK

The **UNPARK** command unparks the drive arm. Before performing this command you must remove the cartridge completely from the device.

**Note:** This command is only available for LTO full-height tape drives.

To perform this command:

- 1 Select a device from the Device Selection Panel.
- 2 Click the **Unpark** button on the toolbar.



## Chapter 12

# Using Push Pins

---

A push pins is a feature available in some dialog boxes that allows you to keep the dialog box open when it would normally close. When you enable the push pin, the dialog box stays open on your computer screen until you disable the push pin or manually close the dialog box. This is helpful if you want to look at the information in the dialog box while using other xTalk features or commands. You can continue to update information in the open dialog box by clicking anywhere inside the dialog box to activate it.

If you do not enable the push pin, xTalk closes the dialog box when you click anywhere outside it.

- [Enabling the Push Pin and Attaching the Dialog Box](#)
- [Disabling the Push Pin and Closing the Dialog Box](#)

---

## Enabling the Push Pin and Attaching the Dialog Box

To enable the push pin and attach the dialog box, click the disabled (side-facing) push pin icon located in the dialog box (see [figure 13](#)).

---

Figure 13 Disabled Push Pin



The push pin is now enabled. The icon changes to look like it is pushed in (see [figure 14](#)). Notice that you cannot close the dialog box when the push pin is enabled.

---

Figure 14 Enabled Push Pin



---

## Disabling the Push Pin and Closing the Dialog Box

To disable the push pin and close the dialog box do one of the following:

- Click the enabled push pin (see [figure 14](#)). The push pin is now disabled. The icon changes to the side-facing push pin (see [figure 13](#)). Now you can click outside the dialog box and it will close.
- Click **Close** or **Cancel** in the dialog box.
- Click the **X** in the upper right corner of the dialog box.

When you reopen the dialog box, the push pin is disabled.

The Help feature offers a number of features. You can:

- [Access the Users Guide](#) (the manual you are currently reading)
- [Use the Help Menu](#) to perform a number of other tasks

---

## Access the Users Guide

To access online help (the *User's Guide* you are currently reading), do one of the following:

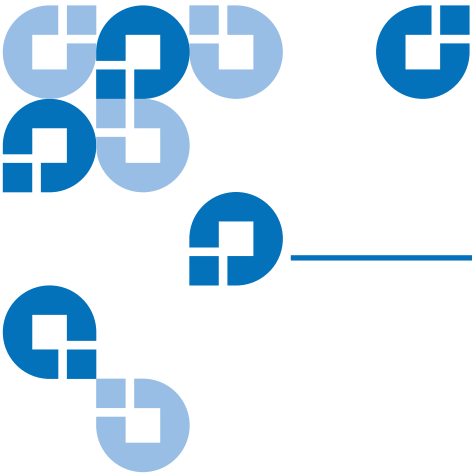
- Select **Help > Online User's Guide** from the menu.
- Click the **Help** button on the toolbar.
- Type the keyboard shortcut <Shift+F1>.

---

## Use the Help Menu

To access other Help features, choose **Help** from the menu. Then select the option you want:

Option	Description
About xTalk	Provides version and copyright information.
Check for xTalk Updates	Currently disabled.
Contact Support	Opens the Quantum Web site, <a href="http://www.quantum.com">www.quantum.com</a> , where you can find contact information for Customer Support.
Online User's Guide	Opens the <i>xTalk Management Console for Windows User's Guide</i> (the manual you are currently reading).
Read Me	Opens the xTalk Management Console <i>Release Notes</i> .
Send Feedback	Opens an e-mail addressed to xTalk Management Console developers allowing you to e-mail feedback regarding xTalk Management Console.



## Appendix A Specifications

---

This section covers the following:

- [Minimum PC Requirements](#)
- [Supported Operating Systems](#)
- [Supported Interfaces](#)
- [Supported Host Bus Adapters](#)
- [Supported Devices](#)

---

### Minimum PC Requirements

You need the following, at a minimum, to run xTalk Management Console:

- Pentium-class PC (300 MHz or higher recommended)
- Administrator Privileges on the system (required)
- 128 MB of RAM (256 MB or greater is recommended)
- 30 MB of available hard-disk space
- Microsoft Internet Explorer 5 or higher



- Super VGA monitor with screen resolution set to at least 1024 x 768, small fonts setting (recommended)
- Adobe® Acrobat Reader (version 5.0 or later)
- Supported operating system (see [Supported Operating Systems](#))

---

## Supported Operating Systems

The xTalk Management Console software runs on the following operating systems:

<b>Operating System</b>	<b>Versions</b>
Microsoft Windows®	2000 (SP 2) 2003 Server XP Vista

---

## Supported Interfaces

xTalk Management Console supports the following interfaces:

- Small Computer System Interface (SCSI)
- Serial Attached SCSI (SAS)
- Serial Advanced Technology Attachment (SATA)
- Fibre Channel (FC)
- Universal Serial Bus (USB)

---

## Supported Host Bus Adapters

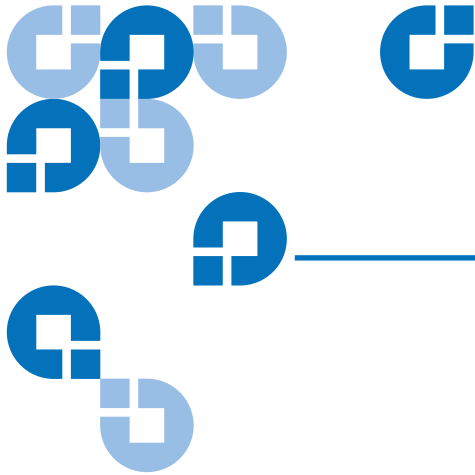
xTalk Management Console is designed to support all standards-compliant host bus adapters.

---

## Supported Devices

xTalk Management Console supports the following devices:

- DAT 40 (DDS-4)
- DAT 72
- DAT 160
- DLT1
- DLT 7000
- DLT 8000
- DLT-S4
- DLT-V4
- DLT VS80
- DLT VS160
- GoVault™
- LTO-1
- LTO-2
- LTO-2 HH
- LTO-3
- LTO-3 HH
- SDLT 220
- SDLT 320
- SDLT 600



# Glossary

---

---

## A

- ASC** Additional sense code
- ASCQ** Additional sense code qualifier
- ATA** Advanced Technology Attachment. A type of disk drive that integrates the drive controller directly on the drive itself.

---

## B

- BOM** Beginning of media
- BOT** Beginning of tape

---

## C

- CUP** Code update (used interchangeably with **FUP**)

---

## E

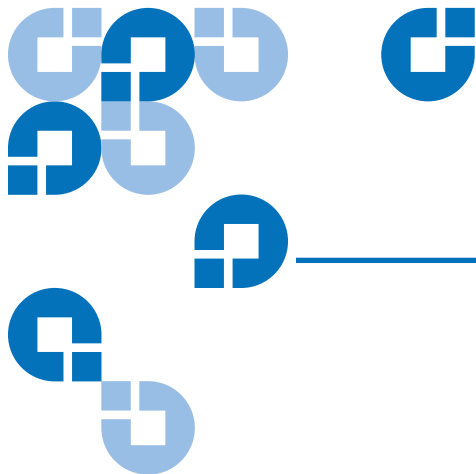
- EEPROM** Electrically erasable programmable read-only memory
- EOD** End of data (last data position)
- EOM** End of medium
- EOT** End of tape

---

## F

- FA** Failure analysis
- FC** Fibre Channel
- FUP** Firmware update (used interchangeably with **CUP**)

<hr/> <b>G</b>	<b>GUI</b> Graphical user interface
<hr/> <b>H</b>	<b>HDD</b> Hard disk drive
<hr/> <b>L</b>	<b>LBA</b> Logical block address <b>LUN</b> Logical unit number
<hr/> <b>M</b>	<b>MAM</b> Medium auxiliary memory
<hr/> <b>N</b>	<b>NOP</b> No operation
<hr/> <b>S</b>	<b>SAS</b> Serial Attached SCSI <b>SATA</b> Serial ATA (see ATA). An evolution of the Parallel ATA physical storage interface. Serial ATA is a serial link (a single cable with a minimum of four wires creates a point-to-point connection between devices). <b>Script</b> The instructions sent to the device when you run a test, task, or command. <b>SCSI</b> Small computer systems interface
<hr/> <b>W</b>	<b>WORM</b> Write-once read-many. Applies to tape cartridges. Does not allow erasure of data once it is written to the tape.



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