HP Colorado and HP SureStore Tape Drive User's Guide

- Using Your Tape Drive
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Welcome to the HP Colorado and HP SureStore Tape Drive User's Guide

Your HP Tape Drive lets you quickly and easily store your data. This guide explains the basics of using your tape drive. Click on one of the topics on the left to get started.

Refer to the Installation Guide that came with your tape drive for installation instructions.

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Choosing Tapes

To ensure the highest level of performance, HP Colorado and/or HP SureStore brand tapes (which have been fully tested with your drive) are recommended. Refer to the Where to Buy section in this user's guide for information on purchasing tapes.

For information on using backup software with your tape drive, see either the *HP SureStore T20 Installation Guide* or the *TapeWare User's Guide*.

CAUTION: Do not erase C4425, C4429, C4436, or C4435 with bulk erasers.

Magnetic bulk erasing removes tracking reference points that are placed on the tape at the factory. Without these points, the tapes cannot be read by your tape drive. The Colorado Backup Erase utility is the safest and quickest way to remove data from your tapes.

Part No.	Product		HP Colorado							HP SureStore	
			T1000	T3000	T4000	5GB	8GB	14GB	20GB	T4i/e	T20
C4420A	800 MB cartridge (TR-1)	1 pk	RW	R	-	R*	R*	-	-	-	-
C4420D		5 pk	RW	R	-	R*	R*	-	-	-	-
C4425A	8 GB cartridge (TR-4)	1 pk	-	-	RW	-	RW	R	R	RW	R
C4425D		5 pk	-	-	RW	-	RW	R	R	RW	R
C4427A	3.2 GB cartridge (TR-3)	1 pk	-	RW	-	R*	R*	-	-	-	-
C4427D		5 pk	-	RW	-	R*	R*	-	-	-	-
C4429A	5 GB cartridge	1 pk	-	-	RW	RW	RW	R	R	RW	R
C4429D		5 pk	-	-	RW	RW	RW	R	R	RW	R
C4435A	20 GB cartridge (TR-5)	1 pk	-	-	-	-	-	-	RW	-	RW
C4435D		5 pk	-	-	-	-	-	-	RW	-	RW
C4436A	14 GB cartridge	1 pk	-	-	-	-	-	RW	RW	-	RW
C4436D		5 pk	-	-	-	-	-	RW	RW	-	RW

RW=Read/Write, R=Read only
Recommended media compatibility is shaded in gray.

Tape drives that feature HP Media Monitor.
**When backed up with Colorado Backup Software for Windows 95/98.

NOTE: Most backup applications include a Tape Retension function. You should retension your tape periodically. The retension function fast-forwards and rewinds the tape. This helps guarantee the reliability of data transfer when backup operations are performed.

Windows 95/98 only: In addition to the tapes in the above table, the T1000, T3000, T4000, 5GB, 8GB, or 14GB tape drives can also read from but **not** write to backup tapes made using Colorado Backup software and a Jumbo 250, 350, 700, 1400; Trakker 250, 350, 700; T1000; or T3000 tape drive.

The HP Colorado 14GB and 20GB tape drive features the HP Media Monitor, which monitors the life of each cartridge and tells you when your tape should be replaced.

CAUTION: Do not share tapes used in a HP Colorado 14GB or 20GB drive with a HP SureStore T20 drive, because the HP Media Monitor usage level will be reset.

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Inserting Tapes

1. Hold the tape with the tape-access window facing the drive and the metal base plate facing down (internal drive) or away from the colored strip (external drive).

2. External drive: Steady the drive with one hand.

3. Align the tape with the tape drive's opening, and push the tape firmly into the drive. The tape locks into place. **Part of the tape extends out of the drive when fully inserted**, as shown in the Tip below.

4. You hear the tape winding back and forth. This sound indicates the tape drive is:
   - ❍ finding the beginning of a tape,
   - ❍ determining the tape's length and format, and
   - ❍ positioning the drive's read/write head.

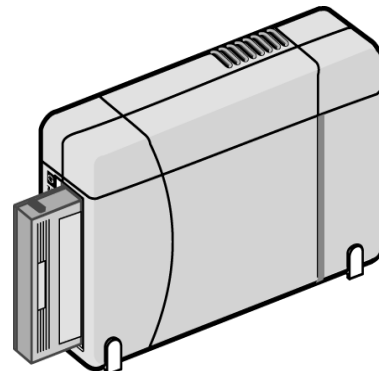**TIP**: Note the differences between the two cartridge types when fully inserted.

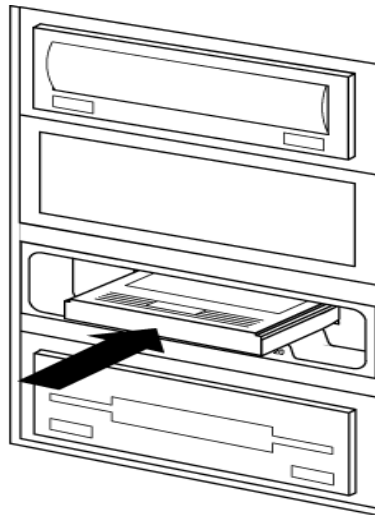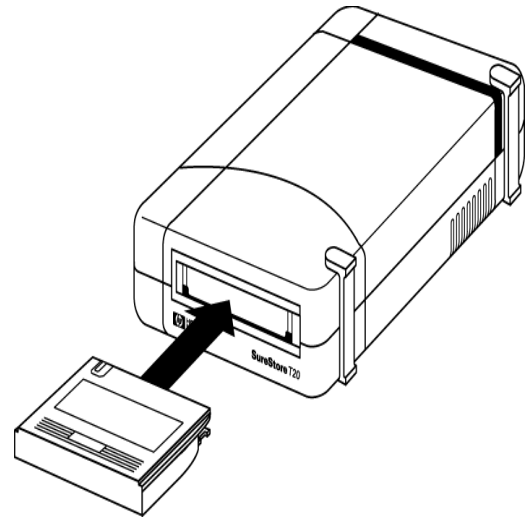| HP Colorado Cartridges |
| --- |
| The wider Travan cartridge spans the entire width of the drive's opening.

Approximately 1" (2.5 cm) of the cartridge extends out of the drive when fully inserted. |
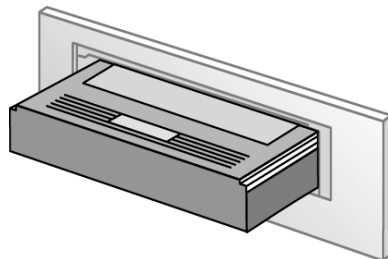
Internal

External

HP SureStore Cartridges

With the internal drive, the back of the cartridge will be flush with the recessed bezel.	With the external drive, the cartridge extends out of the drive when fully inserted.
Internal	**External**

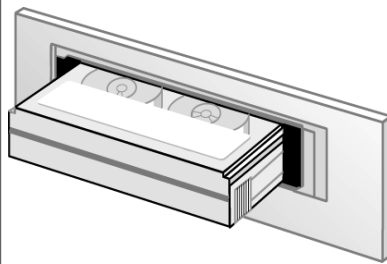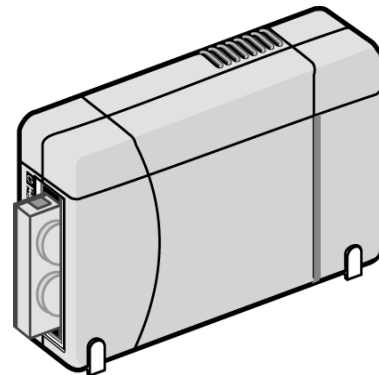## Standard Mini Cartridges

Mini-data cartridges are narrower, leaving gaps on each side of the tape when inserted.

Approximately .75" (2 cm) of the cartridge extends out of the drive when fully inserted.

Internal	**External**

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Removing Tapes

1. Wait until the light on the front of the tape drive stops blinking.

CAUTION: Do not remove a tape during an operation!

You will not be able to read data currently written to the tape if, during a backup, you either:

- pull the tape out of the drive
- turn off the power to the computer, or
- firmly bump the tape or drive.

2. Grasp the tape cartridge firmly and pull it straight out from the drive.

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Write-Protecting Tapes

If you write-protect a tape cartridge, the tape drive can only read data from the tape, not write to it. This protects data on the tape cartridge from being erased or overwritten (e.g., when you are restoring files from tape).

- To write-protect a cartridge, slide the write-protect tab on the cartridge to the right.
- To remove write-protection from a cartridge, slide the write-protect tab to the left.

Write-protect tab in locked position

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Caring for Your Tape Drive

You do not need to perform any routine maintenance on the HP SureStore T20 or HP Colorado tape drive.

CAUTION: Do not clean, degauss, or demagnetize the read/write head of an HP Colorado or HP SureStore tape drive. Damage to your tape drive will result.

Care for Tapes

Follow these guidelines for handling tape cartridges:

- Do not open the tape door unnecessarily. This may expose the tape to contamination or damage.
- Do not touch the tape or leader. Dust and natural skin oils can affect tape performance.
- Do not drop the tapes. You might damage the tape's internal mechanisms. Handle the tapes with care and store them in a safe place.
- Do not forget to periodically retension the tape. Retensioning helps eliminate any slack in the tape reels.

Storing Tapes

Tape cartridges should be stored safely to ensure that they perform their desired role: protecting your data.

- Do not place tape cartridges near sources of electromagnetic interference, such as under a telephone or near computer monitors, motors, video or X-ray equipment.
- Keep cartridges out of direct sunlight and away from heaters.

Store cartridges in their plastic cases in an environment that is free from dust.

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Hardware Requirements

- HP Colorado Tape Drives
- HP SureStore Tape Drives

HP Colorado Tape Drive Requirements

Your computer must meet or exceed these requirements to install an HP Colorado tape drive:

- **An IBM-compatible computer:**
  Pentium class or higher for Windows 95/98 or Windows NT Workstation 4.0/2000 Professional.

- **Internal drive only:** An available space on an IDE controller (ATA-2 or EIDE) or slot for optional HP IDE card.

- **External drive only:** A parallel port. All IBM-compatible computers (desktop, tower, and laptop computers) have at least one parallel port to send and receive data to and from devices such as printers and tape drives. Ports are commonly referred to as LPT1, LPT2, and LPT3.

- **A CD-ROM drive** to install the backup software.

- **Windows NT Workstation 4.0/2000 Professional or Windows 95/98.**

- **16 MB RAM.**

- **30 MB available hard drive space** (10 MB for software and 20 MB for user guides).

  To check in Windows for available hard drive space:

  1. Double-click **My computer**.
  2. Click the icon representing the hard drive on which the backup software will be installed.
  3. Open the **File** menu and select **Properties**.

- **An HTML browser** is required to view the user guides. The install process checks your system for Netscape 3.0 or later or Internet Explorer 3.0 or later. If these are not found, you can install Internet Explorer, which requires approximately 44 MB of hard disk space, from the CD.

HP SureStore T20 Tape Drive Requirements

NOTE: See Chapter 1 in the *HP SureStore T20 Installation Guide* for hardware requirements. Operating system requirements are outlined below.

The HP SureStore T20 tape drive is compatible with the following operating systems using the following backup software:

- **Novell NetWare (v4.11, 4.2, 5.0, 5.1) with TapeWare requires a Windows 95/98/NT 4.0 Workstation/2000 Professional client**
- **Red Hat Linux (v5.2, 6.0, 6.1) with TapeWare**
- **Microsoft Windows NT/2000 Server with TapeWare Service Pack 3 or later for NT 4.0/2000 Server**
- **Microsoft Windows NT Workstation 4.0/2000 Professional with HP Colorado Backup II**
- **Windows 95/98 with HP Colorado Backup II**

To install the drive, your system also needs:

- **32 MB RAM.**

- **30 MB available hard drive space** (10 MB for software and 20 MB for user guides).

  To check in Windows for available hard drive space:

  1. Double-click **My computer**.
  2. Click the icon representing the hard drive on which the backup software will be installed.
  3. Open the **File** menu and select **Properties**.

- **An HTML browser** is required to view the user guides. The install process checks your system for Netscape 3.0 or later or Internet Explorer 3.0 or later. If these are not found, you can install Internet Explorer from the CD, which requires approximately 44 MB of hard drive space.

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Drive Specifications

- **HP Colorado 5GB/8GB**

- **HP Colorado 14GB**

- **HP SureStore T20**

Drive Specifications: HP Colorado 5GB/8GB Tape Drive

Backup Speed **NOTE:** Performance varies greatly depending on system speed, current hard drive fragmentation, and number and type of files being backed up.	Data transfer rate: up to 648 KBps Tape speed: Read/write: up to 102 inches per second Tape speed: Search/rewind: 120 inches per second Load time: 15 seconds
Tape Format	QIC-3095 Number of tracks: 73 Bit density: 67,733 Encoding method: RLL1,7 Error Correction: 6-level Reed-Solomon
Interface	**Internal drive:** ATAPI **External drive:** Parallel
Reliability Specifications	Hard error rate: <1 in 10^{15} bits read with Reed-Solomon ECC Mean time between failure: 250,000 hours predicted Warranty: 2-year limited warranty

Power Requirements	**Internal drive:** +5 Vdc @ 0.7 A +12 Vdc @ 1.0 A **External drive:** Tape drive: +16 Vdc @ 1.3 A Power supply: 100-240 VAC, 50/60 Hz, 1.0 A
Specified Operating Temperature	Minimum: 5º C (41º F) **Internal drive** maximum: 40º C (104º F) **External drive** maximum: 35º C (95º F)
Certifications	UL, cUL, TÜV, CE, meets or exceeds FCC Class B requirements

Drive Specifications: HP Colorado 14GB Tape Drive

Backup Speed **NOTE:** Performance varies greatly depending on system speed, current hard drive fragmentation, and number and type of files being backed up.	Data transfer rate: up to 1024 KBps Tape speed: Read/write: up to 102 inches per second Tape speed: Search/rewind: 120 inches per second Load time: 15 seconds
Tape Format	QIC-3220 Number of tracks: 108 Bit density: 106,400 Encoding method: RLL1,7 Error Correction: 10-level Reed-Solomon
Interface	**Internal drive:** ATAPI **External drive:** Parallel
Reliability Specifications	Hard error rate: <1 in 10^{15} bits read with Reed-Solomon ECC Mean time between failure: 250,000 hours predicted Warranty: 2-year limited warranty

Power Requirements	**Internal drive:**
	+5 Vdc @ 0.8 A +12 Vdc @ 1.3 A
	External drive:
	Tape drive: +16 Vdc @ 1.3 A Power supply: 100-240 VAC, 50/60 Hz, 1.0 A
Specified Operating Temperature	Minimum: 5º C (41º F) **Internal drive** maximum: 40º C (104º F) **External drive** maximum: 40º C (104º F)
Certifications	UL, cUL, TÜV, CE, meets or exceeds FCC Class B requirements

Drive Specifications: HP SureStore T20 Tape Drive

Backup Speed
 	
NOTE: Performance varies greatly depending on system speed, current hard drive fragmentation, and number and type of files being backed up.
	Data transfer rate
	    Sustained: 1042 KBps at 100 ips
	    Burst: 3MB/second
	Tape speed
	    Read/write: 50, 75, 100 inches per second
	    Search/rewind: 90, 120 inches per second
	    Load time: 30 seconds
	Retension time:
	    740-foot tape, 150 seconds
	    400-foot tape, 81 seconds

Tape Format	Media: HP 20GB/Travan TR-5 (QIC-3220) Number of tracks: 108 Bit density: 106,400 Encoding method: RLL1,7 Error Correction: 10-level Reed-Solomon
Interface	SCSI-2

Reliability Specifications	Hard error rate: <1 in 10^{15} bits read with Reed-Solomon ECC
	
	Mean time between failures (20% duty cycle):
	     Internal: 250,000 hours predicted
	     External: 200,000 hours predicted

Power Requirements	**Internal drive:** 5V±5%, 0,9A peak; 0.8A max steady state 12V ±10%, 2.5A peak; 1.3A max steady state **External drive:** Tape drive: +16 Vdc @ 1.3 A Power supply: 100-240 VAC, 50/60 Hz, 1.0 A
Specified Operating Temperature	Minimum: 5º C (41º F) Maximum: 40º C (104º F) Relative humidity: 20% to 80% (non-condensing) **CAUTION:** If a cartridge has been exposed to conditions outside its operating range, you should acclimatize the cartridge by leaving it in the operating environment for eight hours before using it.
Physical Specifications	**Internal:** Dimensions: 43mm H x 149mm W x 206mm D (1.69 in x 5.86 in. x 8.1 in) Weight: 0.55 kg (1 lb, 3 oz) **External:** Dimensions: 55.9mm H x 147mm W x 208mm D (2.2 in x 5.8 in x 8.2 in) Weight: 0.83 kg (1.82 lbs)
LED Specifications	Class 1 LED product
Certifications	**Internal:** UL, cUL, TÜV, CE, meets or exceeds FCC Class B requirements **External:** UL, cUL, TÜV, NOM-NYCE, CE, meets or exceeds FCC Class B requirements

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Performance Factors

How well your new HP tape drive functions, particularly how fast it writes data to tape, depends on a number of factors. Some of these factors are listed below.

- **Processor (CPU)**. The type and speed of your processor greatly affects the speed at which your computer transfers data to and from the tape drive.

- **RAM**. Your computer must have enough memory available to handle its operating system, the backup software, and the data you are transferring to and from tape. The system should not have to swap data to and from the hard drive. Shut down other programs during a backup to ensure optimal speed.

- **For optimal performance**, run SCANDISK.EXE and DEFRAG.EXE on your hard drive before using your tape drive for the first time (see your operating manual for more information). In the future, run these executable programs periodically. These programs improve access times to the hard drive, which will help improve tape drive performance.

For HP Colorado tape drives only:

- **IDE Interface Type**. To use the internal tape drive, your computer requires an available connector on an IDE controller. Your computer may have a "Single-FIFO" or "Dual-FIFO" IDE controller. If it is "Single-FIFO," the tape drive will run 12 to 25 percent slower than with a "Dual-FIFO" IDE controller.

- **Hard Drive**. If you attach the HP Colorado tape drive to the same IDE controller as a hard drive, the tape drive will run slower because it must take turns using the data cable with the hard drive.

NOTE: Refer to your computer and motherboard manuals, or contact your computer vendor, if you have any questions about your computer's configuration or capabilities.

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Telephone Support

For technical support for HP Colorado Backup II, HP SureStore T20, and TapeWare backup software, contact HP Customer Support.

For information on upgrading to a new version of TapeWare, contact Yosemite Technologies.

Before calling for service or support:

● Check that your drive is installed correctly.
● Check the troubleshooting advice in the *User's Guide* and in the documentation that came with your computer, the host adapter, and your backup software.

HP Customer Support

There is no charge for technical support during the warranty period; a per-incident charge applies after the warranty period.

USA and Canada M-F, 6 am-6 pm Mountain time	Literature and dealer referral	970-635-1500
	Canada (for French-speaking customers)	1-800-387-3867 (pour assistance en français)
	Technical support during warranty period	970-635-1500 (USA, Mountain time) 905-206-4663 (Canada, Eastern Standard Time)
	U.S. only: Technical support after warranty period (charges begin only when you connect to a support technician; prices are subject to change without notice)	800-810-0130 (Per incident fee of $25 US dollars charged to Visa, MasterCard or American Express)
		900-555-1800 ($2.50 per minute/maximum of $25. You must be 18 years of age or have parental permission to call 900 numbers.)

Europe M-F, 8:30-18:00 Central European Time Use these Technical Support numbers during and after your warranty period. No charge for technical support during warranty period. Per incident charge after warranty period.	Austria (German)	0711 4201080
	Belgium (Dutch)	02 626 88 06
	Belgium (French)	02 626 88 07
	Denmark	3929 4099
	Finland	0203 47 288
	France	01 43 62 34 34
	Germany	0180 52 58 143
	Ireland (English)	01 662 55 25
	Italy	02 2 641 0350
	Netherlands	020 606 8751
	Norway	22 11 62 99
	Portugal	+351 21 3176333
	Spain	902 321 123
	Sweden	08 61 92 170
	Switzerland (French, Italian, and German)	08 48 80 11 11
	United Kingdom	0171 512 52 02
	English language support from other countries	+44 171 512 52 02
Asia/Pacific	Australia (M-F 7am-7pm, Eastern Standard Time)	+61 (03) 887 8000
	China (M-F 8:30-17:30)	(8610)-62625666 (extensions 5602 through 5609, 5611 and 5612)
		(8610)-62614174
		(8610)-62624175
		(8610)-62614176
	Hong Kong	800 96-7729
	India (M-F, 9:30 to 17:30)	(91) 11 682 6035
	Indonesia	(62) 21-350-3408
	Japan (M-F, 9:00 to 12:00; 13:00-17:00)	+81 (3) 3335-8338

Korea (M-F, 8:30-19:00)	(02) 3270-0700 Toll free: 080-999-0700
Malaysia	(60) 3-295-2566
New Zealand (M-F, 9am to 9pm Auckland Time)	(09) 356 3660
Philippines	(63) 2-867-3551
Singapore (M-F, 9:00-17:00)	(65) 272-5300
Taiwan (M-F, 8:30-18:00)	(886) 2 27170055
Thailand	(66) 2-661-4011

Yosemite Technologies Upgrade Support

For questions about upgrading to a new version of TapeWare, contact Yosemite Technologies at:

International	M-F 8:00-17:00 USA PST	559-292-8888
North America		1-800-228-9236

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Fax Support

Faxes are answered within 48 hours.

Asia/Pacific	Australia	(03) 9272 4099
	India	+91 (11) 6826041
	Japan	+81 (3) 3335-8338
	Korea	(02) 3270-0707
	New Zealand	(+61 3) 9272 4099
	Singapore	(65) 274-2033
	Taiwan	(886) 2 25140276

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Internet Services

HP offers electronic services that give you a fast, interactive way to access information and help on setup, configuration, installation and operation of your product.

America Online

Download software, firmware and support documents and discuss issues in user forums. Find us with keyword `hpstor`.

In France, Germany, and the UK, keyword is `HP`.

CompuServe

Download software, firmware and support documents and discuss issues in user forums from our CompuServe account at `GO HPSYS`.

In the UK, France, Belgium, Germany, Switzerland, and Austria, address is `GO HP`.

World Wide Web

Software drivers, product and support information are available from HP's web site on the Internet at http://www.hp.com/support/storage

Or you can visit our online troubleshooting tree at http://www.hp.com/isgsupport/travantree.html

For HP Japan: http://www.jpn.hp.com

For HP Korea: http://www.hp.co.kr

For software connectivity information: http://www.hp.com/go/colorado (presales) or http://www.hp.com/support/storage (postsales)

NOTE: An internet connection is required to access the above sites.

Bulletin board site (8,N,1,F, 1200-28.8K baud)

Download software, firmware and support documents and leave messages for technical support.

Europe	+31 495 546909
Australia	(03) 9890 0276
Korea	Hitel: (02) 762-0228 Access: Go HPK Chollian: (02) 220-2001
Taiwan	(886) 2 923 3233 First Name: HP Last Name: BBS

E-mail

NOTE: E-mail support is only available in North America.

Send messages to HP Colorado Tape Backup technical support at
colorado_support@hp.com

Send comments about the HP Colorado Tape Backup documentation to
colorado_doc@hp.com

File Transfer Protocol

Software drivers, product and support information are available from our FTP site.

Site:	ftp.hp.com
Login:	anonymous
Password:	(Your email address)
Directory:	/pub/information_storage/hp-colorado *or* /pub/information_storage/surestore

For HP Korea, download software and firmware files, as well as technical newsletters for dealers.

IP address (NT Server): 15.31.11.50
Remote access number: (02) 3270-0808

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China (PRC)	Hewlett-Packard Customer Support Center China World Trade Center No. 1 Jian Guo Men Wai Avenue P.O. Box 9401 Beijing 100004 China
Europe	Hewlett-Packard Nederland B.V. European Customer Support Center P.O. Box 58144 1040 HC Amsterdam The Netherlands
India	Hewlett-Packard India Ltd. HP Customer Support Centre Chandiwala Estate Maa Anandmai Marg Kalkaji Dehli - 110 019 India
Korea	Hewlett-Packard Customer Support Center 1F, Yongsan Electronic Office 16-58, Hangangro 3-ga, Yongsan-gu Seoul, Korea
North and South America	HP SureStore Technical Support 815 14th Street SW, Bldg. E Loveland, CO 80537 USA
Singapore	Hewlett-Packard Far East (Pte) Ltd. South East Asia Customer Support Centre Blk A #05-12 Alexandra Technopark 438A Alexandra Road Singapore 119967
Taiwan (ROC)	Hewlett-Packard Customer Care Center 8F, 337, Fu-Hsing North Road Taipei 105, Taiwan, R.O.C.

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Returning Your Tape Drive

All countries other than the USA: If your Hewlett-Packard product requires repair or replacement, call Customer Support to receive instructions.

In the USA: If your Hewlett-Packard product requires repair or replacement, follow these instructions:

Call Customer Support for help in determining whether your drive is defective. When you call, make sure your tape drive is still installed, and have the following information available:

- Product name and serial number
- Date of purchase
- A description of the product fault
- A contact name and number for details of the failure
- Your shipping address

You will be given a return authorization number. Keep the return authorization (RA) number for future reference.

Hewlett-Packard will ship you a replacement product. If your tape drive is still under warranty, a prelabeled box and prepaid return postage for your defective product are included with your new drive.

For an additional cost, a replacement product can be shipped to you in advance, with a return shipping label included. After installing the replacement unit, securely repackage the defective tape drive in the same box the replacement unit was shipped in. Include a brief letter with your return address, day-time telephone number, and the return authorization number. Affix the shipping label to the top of the box.

If the product is still under warranty, there is no charge for the replacement. If the product is not covered under warranty, an exchange cost will be quoted when the return authorization number is issued.

NOTE: When returning the drive to HP, any damage caused as a result of inadequate packaging is your responsibility. Use the original packing materials whenever possible.

SureStore Express Exchange

HP SureStore tape products come with a 24-hour Express Exchange warranty.

During the first two years, the 24-hour Express Exchange (not available in all countries) program allows you to receive a refurbished unit by next-day delivery upon verification of a faulty tape drive.

If you choose not to use Express Exchange, your HP SureStore tape drive must be serviced by one of the authorized repair depots within the country in which it was originally purchased. You must prepay shipping charges (together with all duty and taxes) for products returned for service. Hewlett-Packard will pay for return of products to you, except for those shipped from another country. If the drive is repaired by an authorized dealer, you will need to negotiate the method and cost of returning the drive with the dealer.

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Where to Buy

There are several ways to purchase Hewlett-Packard storage products and tapes. Options vary by geographic location, and not all storage products are available through every Hewlett-Packard reseller.

The latest information about HP's tape products is available on the world wide web at http://www.hp.com/tape.

To find the authorized reseller nearest you, please call:

Americas	US	1-800-826-4111
	Canada	1-800-387-3867
	Latin America	(525) 202 0155
Asia/Pacific	Australia	13147, ACN#004394763
	Hong Kong	(852) 2599 7066
	Korea	(822) 769 0114/0600
	India	(9111) 647 2311
	Indonesia PT (Berca, Hardaya, Perkasa)	(6221) 3800902
	Malaysia	(603) 298 1111
	New Zealand	(0800) 651651
	Philippines	(632) 894 1451
	PRC	(8610) 6505 3888
	Singapore	(65) 272 5300
	Taiwan	(8862) 717 9609
	Thailand	(662) 661 3900 to 34
	Vietnam	(848) 844 3411
	International Sales Branch (ISB) for Middle East & Africa (Geneva)	(22) 780 4111
	Austria	(1) 25000 ext 536
	Belgium & Luxembourg	(02) 778 3111
	Czech Republic	(02) 47 43 111

Europe	Denmark	45 99 10 00
	HQ East Central Europe (Vienna) includes Albania, Bulgaria, Ukraine, Slovakia, and Romania	(1) 25000 0
	Finland	(09) 88 721
	France	(1) 69 82 60 60
	Germany	(0180) 521 26 24
	Greece	(01) 689 64 11
	Hungary	(1) 343 0050
	Iceland	(91) 67 10 00
	Ireland	(01) 28 44 633
	Italy	(02) 92121
	Netherlands	(020) 547 6666
	Norway	(22) 73 59 60
	Poland	(22) 60 87 700
	Portugal	(1) 482 8500
	Russia	(095) 9286 885
	Spain	(1) 631 1600
	Sweden	(08) 444 2000
	Switzerland	0484 80 11 11
	Turkey	(212) 22 45 925
	UK	0990 474747
	European Headquarters (Geneva)	(22) 780 8111

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HP Colorado and HP SureStore Tape Drive User's Guide

HP Colorado and HP SureStore Tape Drive User's Guide

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Statements

Federal Communications Commission R.F. Interference Statement

Warning: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Caution: Changes or modifications of this equipment not expressly approved by Hewlett-Packard, could result in violation of Part 15 of FCC rules.

External drive only: To maintain compliance with FCC rules and regulations, use properly shielded cables with this device.

HP Colorado 5GB/8GB Internal:

DECLARATION OF CONFORMITY
according to ISO/IEC Guide 22 and EN 45014

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```
Manufacturer's Name:        Hewlett-Packard Company

Manufacturer's Address:     Workgroup Information Management Division
                            815 SW 14th Street, Building E
                            Loveland, Colorado 80537
declares that product

Product Name:               HP Colorado 5GB/8GB internal
Product Number:             C4354A (5GB), C4386A (8GB)
Product Options:            All

conforms to the following Product Specifications:

Safety:                     EN60950 A4:1997

EMC:                        EN 55022:1994 Class B
                            EN 50082-1:1992
                             IEC 801-2:1991 - 4kV CD, 8kV AD
                             IEC 801-3:1984 - 3V/m
                             IEC 801-4:1988 - 1kV Power Lines, 0.5kV Signal Lines
                            ENV 50140:1993 - 3V/m

Supplementary Information

The product herewith complies with the requirements of the EMC Directive
89/336/EEC and carries the "CE" mark accordingly.

July 1, 1998               Colin Swan, Operations Manager
```

```
European contact: Your local Hewlett-Packard Sales and Service Office or
Hewlett-Packard GmbH, Department HQ-TRE, Herrenberger Strabe 130, D-71034
Böblingen (FAX: +49-7031-143143).
```

HP Colorado 5GB/8GB External:

DECLARATION OF CONFORMITY
according to ISO/IEC Guide 22 and EN 45014

```
Manufacturer's Name:        Hewlett-Packard Company

Manufacturer's Address:     Workgroup Information Management Division
                            815 SW 14th Street, Building E
                            Loveland, Colorado 80537
declares that product

Product Name:               HP Colorado 5GB/8GB external
Product Number:             C4361A (5GB), C4388A (8GB)
Product Options:            All

conforms to the following Product Specifications:

Safety:                     EN60950 A4:1997

EMC:                        EN 55022:1994 Class B
                            EN 50082-1:1992
                             IEC 801-2:1991 - 4kV CD, 8kV AD
                             IEC 801-3:1984 - 3V/m
                             IEC 801-4:1988 - 1kV Power Lines, 0.5kV Signal Lines
                            ENV 50140:1993 - 3V/m

Supplementary Information

The product herewith complies with the requirement of the Low Voltage Directive
73/23/EEC and the EMC directive 89/336/EEC and carries the "CE" mark accordingly.

July 1, 1998               Colin Swan, Operations Manager
```

```
European contact: Your local Hewlett-Packard Sales and Service Office or
Hewlett-Packard GmbH, Department HQ-TRE, Herrenberger Strabe 130, D-71034
Böblingen (FAX: +49-7031-143143).
```

HP Colorado 14GB Internal:

DECLARATION OF CONFORMITY
according to ISO/IEC Guide 22 and EN 45014

```
Manufacturer's Name:        Hewlett-Packard Company

Manufacturer's Address:     Workgroup Information Management Division
                            815 SW 14th Street, Building E
                            Loveland, Colorado 80537
declares that product

Product Name:               HP Colorado 14GB internal
Product Number:             C4405A, C4407A, C4409A
Product Options:            All

conforms to the following Product Specifications:

Safety:                     EN60950 A4:1997
                            IEC 60950:1991
                                +A1:1992 + A2:1993 + A3:1995 + A4:1996

EMC:                        CISPR 22:1993/EN 55022:1994 Class B
                            EN 50082-1:1992
                             IEC 801-2:1991 - 4kV CD, 8kV AD
                             IEC 801-3:1984 - 3V/m
                             IEC 801-4:1988 - 1kV Power Lines, 0.5kV Signal Lines
                            ENV 50140:1993 - 3V/m
                            FCC Part 15 Class B
                            AS/NZS 3548:1995
                            CNS 13438:1994

Supplementary Information

The product was tested in a typical configuration.

The product herewith complies with the requirements of the EMC Directive
89/336/EEC and carries the "CE" mark accordingly.

Hewlett-Packard recommends that testing and analysis for EMC compliance
be performed with the drive mechanism installed within the end-use
application.

November 18, 1998              Colin Swan, Operations Manager
```

```
European contact: Your local Hewlett-Packard Sales and Service Office or
Hewlett-Packard GmbH, Department HQ-TRE, Herrenberger Strabe 130, D-71034
Böblingen (FAX: +49-7031-143143).
```

HP Colorado 14GB External:

DECLARATION OF CONFORMITY
according to ISO/IEC Guide 22 and EN 45014

```
Manufacturer's Name:        Hewlett-Packard Company

Manufacturer's Address:     Workgroup Information Management Division
                            815 SW 14th Street, Building E
                            Loveland, Colorado 80537
declares that product

Product Name:               HP Colorado 14GB external
Product Number:             C4406A, C4408A
Product Options:            All

conforms to the following Product Specifications:

Safety:                     EN60950 A4:1997
                            IEC 60950:1991
                                +A1:1992 + A2:1993 + A3:1995 + A4:1996

EMC:                        CISPR 22:1993/EN 55022:1994 Class B
                            EN 50082-1:1992
                             IEC 801-2:1991 - 4kV CD, 8kV AD
                             IEC 801-3:1984 - 3V/m
                             IEC 801-4:1988 - 1kV Power Lines, 0.5kV Signal Lines
                            ENV 50140:1993 - 3V/m
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                            ENV 61000-3-3:1995 Class D
                            FCC Part 15 Class B
                            AS/NZS 3548:1995
                            CNS 13438:1994

Supplementary Information
```

```
The product was tested in a typical configuration.

The product herewith complies with the requirements of the Low Voltage
Directive 73/23/EEC and the EMC Directive 89/336/EEC and carries the "CE" mark
accordingly.

This device complies with Part 15 of the FCC Rules of the USA. Operation is
subject to the following two conditions: (1) this device may not cause
harmful interference, and (2) this device must accept any interference
received, including interference that may cause undesired operation.

November 18, 1998               Colin Swan, Operations Manager
```

```
European contact: Your local Hewlett-Packard Sales and Service Office or
Hewlett-Packard GmbH, Department HQ-TRE, Herrenberger Strabe 130, D-71034
Böblingen (FAX: +49-7031-143143).
```

HP SureStore T20 (all models):

DECLARATION OF CONFORMITY
according to ISO/IEC Guide 22 and EN 45014

```
Manufacturer's Name:       Hewlett-Packard Company

Manufacturer's Address:    Loveland Tape Operation
                           815 SW 14th Street, Building E
                           Loveland, Colorado 80537
declares that products

   Product Name:                Product Number:
   HP SureStore T20i              C4394
   HP SureStore T20e              C4395
   HP SureStore T20Xi             C4401
   HP SureStore T20X3             C4402

Product Options:           All

conforms to the following Product Specifications:

Safety:                    EN60950 A4:1997
                           IEC 950 A4:1996

EMC:                       CISPR 22:1993/EN 55022:1994 Class B
                           EN 50082-1:1992
                            IEC 801-2:1991 - 4kV CD, 8kV AD
                            IEC 801-3:1984 - 3V/m
                            IEC 801-4:1988 - 1kV Power Lines, 0.5kV Signal Lines
                           ENV 50140:1993 - 3V/m

Supplementary Information

The product herewith complies with the requirements of the Low Voltage
Directive 73/23/EEC and the EMC Directive 89/336/EEC and carries the "CE" mark
accordingly.

November 18, 1998               Colin Swan, Operations Manager
```

```
European contact: Your local Hewlett-Packard Sales and Service Office or
Hewlett-Packard GmbH, Department HQ-TRE, Herrenberger Strabe 130, D-71034
Böblingen (FAX: +49-7031-143143).
```

FCC Declaration of Conformity

According to 47CFR, Parts 2 and 15, Class B Computer Peripherals:

This device complies with Part 15 of the FCC Rules. Operation is subject to the
following two conditions: (1) This device may not cause harmful interference, (2) This
device must accept any interference received including interference that may cause
undesired operations. This applies to all product options.

Hewlett-Packard Company

815 SW 14th Street, Bldg. E
Loveland, Colorado 80537

July 1, 1998
Colin Swan, Operations Manager

Canadian Standards Association Information Statement

INSTRUCTION TO USER:

Warning: This component is only considered to be approved when installed in CSA certified equipment evaluated to the standards C22.2 No. 220-M1986 or C22.2 No. 950-M89. The operator accessibility into the end use enclosure is defined with strict accordance in the operator's manual for the installation of components into the equipment.

Notice for Canada

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the radio interference regulations of the Canadian Department of Communications.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de Classe B prescrites dans le règlement sur le brouillage radioélectrique édicté par le Ministère des Communications du Canada.

User's manual statement for VCCI class B product

この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準に基づくクラスＢ情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると受信障害を引き起こすことがあります。
取り扱い説明書に従って正しい取り扱いをして下さい。

Translation for VCCI class B product:

This equipment is in the Class B category information technology equipment based on the rules of Voluntary Control Council For Interference by Information Technology Equipment (VCCI). Although aimed for residential area operation, radio interference may be caused when used near a radio or TV receiver.

Read the instructions for correct operation.

Korean RRL Statement

사용자 안내문 (B급 기기)

O 기기는 비업무용으로 전자파장해검정을 받은
기기로서, 주거지역은 물론 모든 지역에서 사용
할 수 있습니다.

Notice

Europe: This drive shall be installed only with an EN60950 (IEC950) approved Power supply.

USA/Canada: This drive is for use only with IBM compatible UL® listed personal computers.

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Limited Warranty Statement

HP Colorado Tape Drive
HP SureStore T20 Tape Drive
DURATION OF LIMITED WARRANTY
Hardware - 2 year
Software - 90 days

1. HP warrants to you, the end-user customer, that HP hardware, accessories and supplies will be free from defects in materials and workmanship after the date of purchase, for the period specified above. If HP receives notice of such defects during the warranty period, HP will, at its option, either repair or replace products which prove to be defective. Replacement products may be either new, refurbished, or later products of comparable or greater performance.

2. HP warrants to you that HP software will not fail to execute its programming instructions after the date of purchase, for the period specified above, due to defects in material and workmanship when properly installed and used. If HP receives notice of such defects during the warranty period, HP will replace software which does not execute its programming instructions due to such defects.

3. HP warrants that this HP Product will be able to accurately process date data (including, but not limited to, calculating, comparing, and sequencing) from, into, and between the twentieth and twenty-first centuries, and the years 1999 and 2000, including leap year calculations, when used in accordance with the Product documentation provided by HP (including any instructions for installing patches or upgrades), provided that all other products (e.g. hardware, software, firmware) used in combination with such HP Product(s) properly exchange date data with it. The duration of the Year 2000 warranty extends through January 31, 2001. Software from third parties that is bundled with this HP Product is not warranted and has not been reviewed. Information with respect to these applications should be requested from the respective manufacturer.

4. HP does not warrant that the operation of HP products will be uninterrupted or error free. If HP is unable, within a reasonable time, to repair or replace any product to a condition as warranted, you will be

entitled to a refund of the purchase price upon prompt return of the product.

5. HP products may contain remanufactured parts equivalent to new in performance or may have been subject to incidental use.

6. Warranty does not apply to defects resulting from (a) improper or inadequate maintenance or calibration, (b) software, interfacing, parts or supplies not supplied by HP, (c) unauthorized modification or misuse, (d) operation outside of the published environmental specifications for the product, or (e) improper site preparation or maintenance.

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Feedback

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Media Warranty Statement

Hewlett-Packard ("HP") warrants to you, the end user customer that this media product is free from defects in materials and workmanship for a period of five years from the time of purchase. If HP receives notice of such defect during the warranty period, HP will, at its option, either repair or replace such defective product. This warranty does not apply to defects caused by misuse, improper storage, or normal wear and tear. If HP is unable, within a reasonable time, to repair or replace any product then purchaser shall be entitled to a refund of the purchase price. HP MAKES NO OTHER EXPRESS WARRANTY WHETHER WRITTEN OR ORAL. This warranty gives you specific legal rights and you may also have other rights that vary from state to state, or province to province.

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HP Colorado and HP SureStore Tape Drive User's Guide

HP Colorado and HP SureStore
Tape Drive User's Guide

Related Documentation

Other documents you can read are:

- *HP SureStore Installation Guide*
- *HP Colorado Backup II User's Guide*
- *HP Colorado Troubleshooting Guide*
- *TapeWare User's Guide*

HP SureStore Installation Guide

The installation guide provides information on:

- installing your drive
- installing software
- performing disaster recovery
- using diagnostic tools
- troubleshooting tips

To view the *HP SureStore Installation Guide* from the CD:

1. Insert the *HP SureStore Tape* CD into your CD-ROM drive. The installation program may start automatically. If it does not:
   - Select **Start > Run**.
   - Type **D:/SETUP** (where **D** is your CD-ROM drive), and click **OK**.
2. Select a language, and click **Next**.
3. The installation menu appears. Click **View User Documentation**.
4. Select the name of the document you want to view, and click **Next**. A prompt may instruct you to install the software required to view the guide if it does not exist on your system.

HP Colorado Backup II User's Guide

The software user's guide provides detailed information and procedures for installing, using, and navigating within Colorado Backup II.

To view the *HP Colorado Backup II User's Guide* from the CD:

1. Insert the *HP SureStore Tape* CD into your CD-ROM drive. The

installation program may start automatically. If it does not:

   ❍ Select **Start > Run**.
   ❍ Type **D:/SETUP** (where **D** is your CD-ROM drive), and click **OK**.

2. Select a language, and click **Next**.
3. The installation menu appears. Click **View User Documentation**.
4. Select the name of the document you want to view, and click **Next**. A prompt may instruct you to install the software required to view the guide if it does not exist on your system.

If you copied the guides during installation to your computer, you can view them by selecting **Start > Programs > HP Colorado Backup II > Software User's Guide**. A prompt may instruct you to install the software required to view the guide if it does not exist on your system.

HP Colorado Troubleshooting Guide

NOTE: The Troubleshooting Guide is not available on the HP SureStore CD. If you need assistance please visit our support website: http://www.hp.com/support/travan

The troubleshooting guide provides:

   ● troubleshooting tips
   ● answers to frequently asked questions
   ● information on preparing your system for a backup.

If you copied the guides during installation to your computer, you can view them by selecting **Start > Programs > HP Colorado Backup II > Troubleshooting Guide**. A prompt may instruct you to install the software required to view the guide if it does not exist on your system.

TapeWare User's Guide

The *TapeWare User's Guide* provides information on:

   ● installing and using the software
   ● creating, modifying, and running jobs
   ● troubleshooting

To view the *TapeWare User's Guide* from the CD:

1. Insert the *TapeWare* CD into your CD-ROM drive.
2. Select **Start > Programs > Windows Explorer**. Click on your CD-ROM drive and locate **doc/eng/acrobat/usersgd.pdf** (where **eng** is the language you want to view). A prompt may instruct you to install Adobe Acrobat to view the guide if it does not exist on your system.

To view the *TapeWare User's Guide* from your computer, select **Start > Programs > TapeWare > TapeWare Help**.

Prerequisites

This guide assumes you have installed the tape drive and backup software.

If you have not, follow the instructions on the Installation Poster that came with the drive.

NOTE: A PDF (Portable Document Format) file of the Installation Poster is on the backup CD.

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Printing This Guide

A printable PDF file of this *User's Guide* is on the *HP SureStore Tape* CD. To print the PDF:

1. Insert the *HP SureStore Tape* CD into your CD-ROM drive.

2. Select **Start > Programs > Windows Explorer**. Click on your CD-ROM drive and locate **PrintDoc/eng/HPTape.pdf** (where **eng** is the language you want to print).

3. Click on **HPTape.pdf**. This guide appears in Adobe Acrobat Reader. If your system does not have this software, you are prompted to install it from the CD.

4. In Adobe Acrobat Reader, select **File > Print** to print the guide (approximately 60 pages).

   NOTE: If you are using Adobe Acrobat 4.0, click **Fit to page** in the print dialog box.

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> HP Japan: http://www.jpn.hp.com
>
> HP Korea: http://www.hp.co.kr
>
> online troubleshooting tree: http://www.hp.com/isgsupport/travantree.html

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Help

How to Use the Online Documentation

This page will help you understand how to use the online documentation and get the information you need quickly and efficiently. This page contains information on the following:

- Locating Information
- Using Help While You Work
- Understanding the Icons
- Printing Documents

Locating Information

A web browser is required to view the user guides. The install process checks your system for Netscape 3.0 or later or Internet Explorer 3.0 or later. If these are not found, you can install Internet Explorer from the CD, which requires approximately 44 MB of hard drive space. You can navigate through the files by:

- clicking on the hypertext links in the panel on the left, or
- using the Back and Forward buttons in your web browser to navigate through sections.

NOTE: When you move your mouse over a hypertext link, the arrow turns into a pointing hand.

Using Help While You Work

You can keep the online documentation running in the background while using the software by minimizing the screen (the middle button in the upper right corner of the window).

Understanding the Icons

The following icons are on the bottom of each page to help you move around the User's Guide and quickly find the information you need:

- Home: Returns you to the HP Colorado Tape User's Guide home page.

- Index: An alphabetical listing of topics in the User's Guide.

- Help: Explains how to navigate within the User's Guide.

Printing Documents

You can print any document in this guide by selecting the Print command in your Web browser.

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