

# HPE Library and Tape Tools



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## What's new

- HPE Library and Tape Tools v6.4 is now available

## Overview

HPE Library and Tape Tools is a free, downloadable, and robust diagnostic tool for all Hewlett Packard Enterprise tape storage products. Provided for untrained administrators as well as experienced professionals, it is ideal for customers who want to verify their installation, facilitate product reliability, perform their own diagnostics, and achieve faster resolution of tape device issues. HPE Library and Tape Tools performs firmware upgrades, verification of device operation, failure analysis, and a range of utility functions. Performance tools assist in troubleshooting bottlenecks and system configuration checks warn of common host issues. It also provides seamless integration with Hewlett Packard Enterprise support by generating and e-mailing test results and support tickets. Our support desk will require the use of this product to troubleshoot most device issues, so it is recommended that a support ticket is pulled and the device assessment test is run before calling.

## Features

### **Achieve Faster Resolution of Tape Device Issues**

HPE Library and Tape Tools actively measures the health of your Hewlett Packard Enterprise tape hardware.

Get the most out of your device through access to operational, health, and usage data in support tickets.

Easy access to any advisories for your standalone drives and libraries.

Troubleshoot system performance issues.

First-level failure analysis of both the device and system without HPE involvement.

### **Robust Diagnostic Tool**

HPE Library and Tape Tools reduces product downtime through firmware updates, preventative maintenance, and fast issue diagnosis with corrective actions.

Access to comprehensive device analysis and diagnostic tests.

Identify the most common host system configuration issues.

### **Integration with HPE support**

HPE Library and Tape Tools is an outstanding support tool used by the Hewlett Packard Enterprise hardware support organization.

Generate and email comprehensive support tickets to the support center for faster troubleshooting.



[For additional technical information, available models and options, please reference the QuickSpecs](#)

## HPE Services

No matter where you are in your transformation journey, you can count on HPE Services to deliver the expertise you need when, where and how you need it. From strategy and planning to deployment, ongoing operations and beyond, our experts can help you realize your digital ambitions.

### Consulting services

Experts can help you map out your path to hybrid cloud and optimize your operations.

### Managed services

HPE runs your IT operations, giving you unified control, so can focus on innovation.

### Operational services

Optimize your entire IT environment and drive innovation. Manage day-to-day IT operational tasks while freeing up valuable time and resources.

- HPE Complete Care Service: a modular service designed to help optimize your entire IT environment and achieve agreed upon IT outcomes and business goals. All delivered by an assigned team of HPE experts.
- HPE Tech Care Service: the operational service experience for HPE products. The service provides access to product specific experts, an AI driven digital experience, and general technical guidance to help reduce risk and search for ways to do things better.

### Lifecycle Services

Address your specific IT deployment project needs with tailored project management and deployment services.

### HPE Education Services

Training and certification designed for IT and business professionals across all industries. Create learning paths to expand proficiency in a specific subject. Schedule training in a way that works best for your business with flexible continuous learning options.

The [Defective Media Retention \(DMR\)](#) service feature option applies only to Disk or eligible SSD/Flash Drives replaced by Hewlett Packard Enterprise due to malfunction. [Comprehensive Defective Material Retention \(CDMR\)](#) allows you to keep all data retentive components.

## HPE GreenLake

[HPE GreenLake edge-to-cloud platform](#) is HPE's market-leading as-a-Service offering that brings the cloud experience to apps and data everywhere – data centers, multi-clouds, and edges – with one unified operating model, on premises, fully managed in a pay per use model.

If you are looking for more services, like **IT financing solutions**, please explore them [here](#).

Explore **HPE GreenLake**



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Parts and Materials: HPE will provide HPE-supported replacement parts and materials required to maintain the covered hardware.

Parts and components that have reached their maximum supported lifetime and/or the maximum usage limitations as set forth in the manufacturer's operating manual, product quick-specs, or the technical product data sheet will not be provided, repaired, or replaced as part of these services.

Image may differ from the actual product  
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