



GT 062 Upgrade Process

Marketing Brief 860003

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1. Introduction

GT 062 drives shipped as triple drive mode (without RAID 1) from the middle of January 2007 through October of 2007. At AES in early October 2007, Glyph announced the addition of RAID 1 to the GT 062. Along with RAID 1, new GT 062 units will ship with Glyph Manager software to change drive modes and monitor drive health. Prior to this, changing drive modes was accomplished using a rotary switch on the back panel. GT 062 with RAID 1 and Glyph Manager will be available starting in November of 2007.

2. Which GT 062 version do I have?

There are several ways to determine if your GT 062 supports RAID 1 and Glyph Manager:

1. If you bought your GT 062 before November 2007 it does not support RAID 1. It can be upgraded to support RAID 1 by shipping the unit back to Glyph (read below).
2. If your GT 062 has a rotary switch viewable on the back panel it does not support RAID 1. In the early shipments of RAID 1 units, the serial number sticker was placed over the rotary switch. If there is a sticker on the back panel it does support RAID 1.
3. The packaging for GT 062 will identify if it supports RAID 1. There are two labels on the outside of the box, one is a features label and lists RAID 1 as an available drive mode. The other is an "endcap" label that also lists RAID 1 as a drive mode.
4. If your product shipped with the Glyph Manager CD it supports RAID 1. Triple drive mode units (not RAID 1) did not ship with a CD.
5. RAID 1 units can also be identified by serial number. On most units there are two serial numbers, the product serial number and the PCB (bridge board) serial number. When looking at the PCB serial number, if the 5th number from the right is 3, then it supports RAID 1. For instance, the first unit to support RAID 1 had PCB serial number 830000.

3. Upgrading older units to RAID 1

GT 062 units can be upgraded to support RAID 1 and the Glyph Manager software. This is done by sending the unit back to Glyph for a firmware upgrade, serial number change, and possible hardware upgrade. The nature of upgrading firmware and changing the serial number makes it impossible for the customer to do a field upgrade.

GT 062 units that are less than 1 year old qualify for a FREE upgrade, aside from shipping charges to and from Glyph. The customer must pay for shipping the drive to Glyph and back from Glyph, by providing a credit card or FedEx/UPS account number. After the first year of warranty, the cost to the customer will be an hourly charge, minimum 1hr at \$65.00 per hour, plus shipping both ways.

Before sending a GT 062 to be upgraded, you must contact support to obtain an RMA number. You must also back up all data on the GT 062. Glyph will make every attempt to safeguard your data, however upgrading the GT 062 resets the drive mode and can result in customer data being inaccessible. Glyph cannot be held legally responsible for customer data.

4. Glyph Manager Software

Glyph Manager can be downloaded from the www.glyphtech.com website for free. Glyph Manager will only work with units that have been upgraded to support RAID 1.

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