

IBM Drive Firmware Release Notes

Release	Q3A0 (FH)
	Q3A1 (HH)
Supported Product	IBM Gen 7 FH and HH Drives
Date	May 2024

Overview

IBM has released firmware update Q3A0 (Full Height) and Q3A1 (Half Height). This firmware affects all Gen 7 Full Height (FH) and Half Height (HH) Drives. This update is intended to increase overall reliability, improve tape handling, further reduce any possibility of error, and provide continued enhancements to diagnostic capabilities. Firmware fixes since FH Q386 code and HH Q387 code follow:

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Fixes That Affect All Drives

Issue
Fix panic during ERP for MCP segment
Read ERP improvements for offset written tracks
Fix panic during ERP to write EOD segment
Fix drive hang after memory error
Fix drive panic condition during Locate to change partition
Read ERP improvements
Unable to make an FMR tape

Fixes That Affect Only Certain Drives

Library Drives

Issue
Fix condition where ADI library issued unload to LUN2 may hang when host prevents medium removal
Race in [library] ethernet port link up when drive is idle may cause drive hang requiring power cycle

FC Drives

Issue
FC REC Task Retry Identifier checked when not supported
Fix panic during performance read transfer failures on FC drives

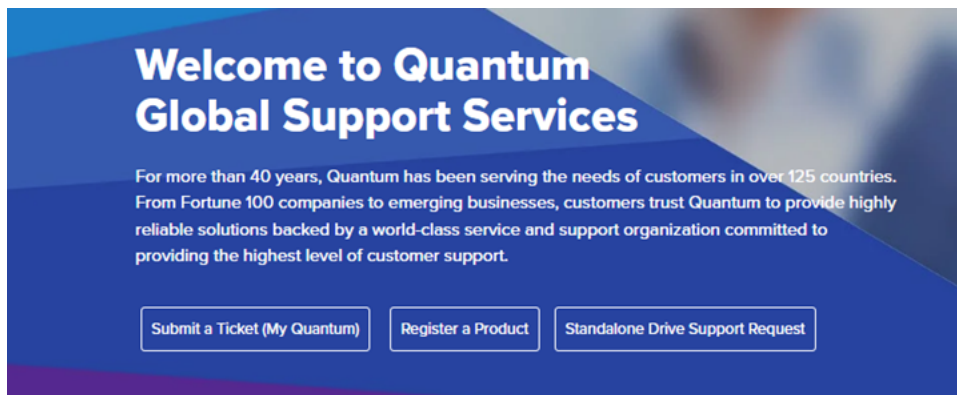
Contacting Quantum Support

Below is information related to contacting Quantum Support as well as steps to improve your Quantum customer journey.

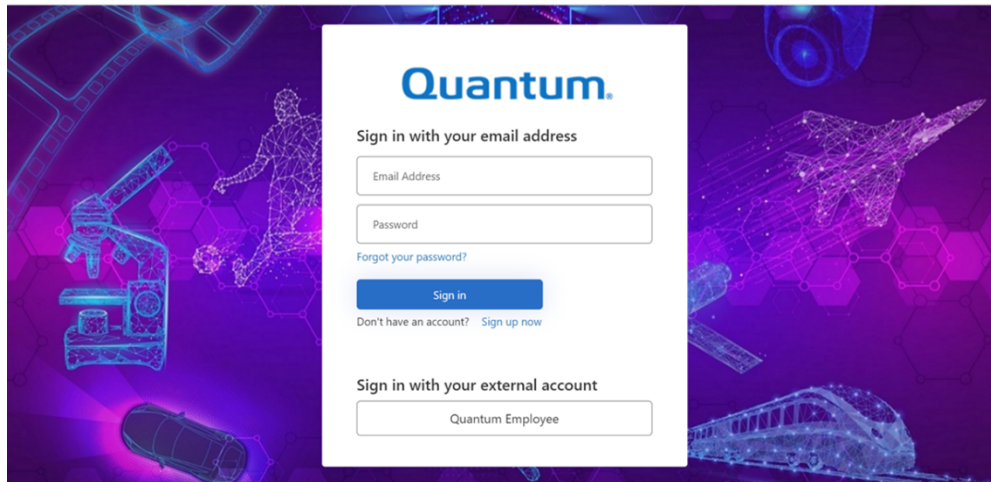
- [Submit a Ticket \(Service Request\) below](#)
- [Use MyQuantum Service Delivery Platform on the next page](#)
- [Use Cloud Based Analytics \(CBA\) on page 5](#)
- [Escalate a Case on page 5](#)
- [Contact Quantum Sales on page 5](#)

Submit a Ticket (Service Request)

If you need to submit a ticket or speak to Quantum technical support, go to the Support page at <https://www.quantum.com/en/service-support/>



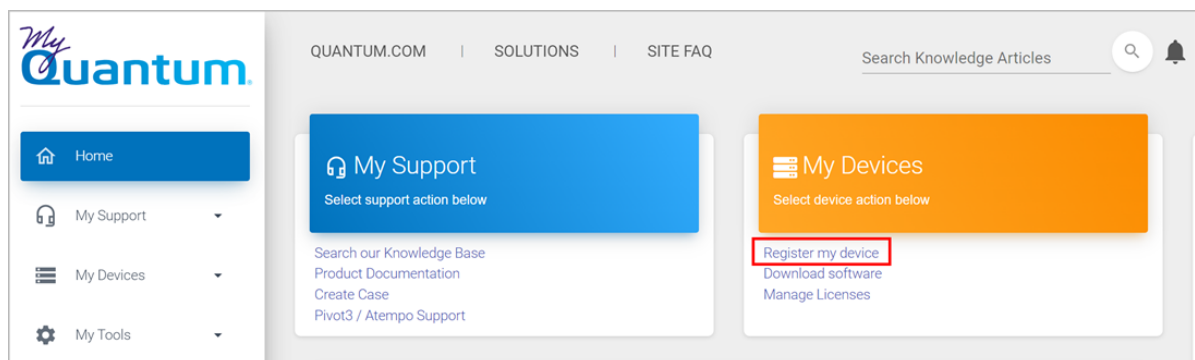
To start the process with Quantum Technical Support, click **Submit a Ticket**. From here, sign in to the MyQuantum Service Delivery Platform or create an account. For more information, refer to the [Use MyQuantum Service Delivery Platform on the next page](#) section below.



Use MyQuantum Service Delivery Platform

MyQuantum is a single portal for everything Quantum. You can view assets, open support cases, receive real-time updates, and search the Knowledge Base and documentation, all through a secure, online portal.

1. Create an account and log in to the [MyQuantum Service Delivery Platform](#).
2. Register a product on [MyQuantum](#).



3. Request site access to the Cloud-Based Analytics (CBA) monitoring portal and follow the instructions to set up product(s) to connect to CBA. You can use CBA to monitor Quantum products remotely, from a single dashboard, and Quantum Support can use it to help troubleshoot products more efficiently.

Refer to product documentation for product-specific information related to CBA.

Use Cloud Based Analytics (CBA)

Quantum products are equipped with a Cloud Based Analytics (CBA) agent that can provide log files and snapshots to Quantum CBA servers that are running in the cloud.

CBA enables Quantum systems to collect data regarding system and environment performance. The collected data is bundled and uploaded to the remote CBA server for analysis. You can access Quantum system performance and health results on the CBA dashboard (at <https://insight.quantum.com>) or through the MyQuantum Service Delivery Platform.

The CBA dashboard displays the analytic results of the uploaded CBA data using flexible charting tools, along with an overall health score of each Quantum system configured for the CBA account.

Escalate a Case

To escalate a case, follow the process documented here: <https://www.quantum.com/en/service-support/resources/escalation/>

Contact Quantum Sales

<https://www.quantum.com/en/company/contact-us/>