

# DXi9200

## Release Notes 5.1.2

Original Product/Software Release Date      April 2025

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# Purpose of This Release

The DXi 5.1.2 Software release supports the DX9200 disk backup system.

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- i Note:** This release was scanned for vulnerabilities using Nessus® for vulnerability risk management, as part of Quantum's Quality Assurance (QA) process. The release code build was validated as secure.

## What's New in DXi 5.1.2?

- **Software Upgrade-** DXi software upgrade race condition fixed.

### DXi Password Requirements

- **System Users** - Passwords must be between 8-64 characters, and must include at least one upper case (A-Z), one lowercase (a-z), one number (0-9), and one special character ( ` ~ ! @ # \$ % ^ & \* ( ) - \_ = + [ ] { } \ | ; : ' " , . < > / ? space ).
- **IPMI and iDRAC Users** - Service login passwords must be between 8-20 characters, and must include at least one upper case (A-Z), one lowercase (a-z), one number (0-9), and one special character ( ` ~ ! @ # \$ % ^ & \* ( ) - \_ = + [ ] { } \ | ; : ' " , . < > / ? space ).

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# Product Compatibility List

The following table provides information about DXi hardware compatibility with DXi 5.1.2 Software.

Component	Description
DXi9200	<ul style="list-style-type: none"><li>• 1 Node</li><li>• 1-2 Array modules (RBODs)</li><li>• 2 x 1 GbE Ethernet ports (service management)</li><li>• 4 x 1 GbE Ethernet ports (array storage)</li><li>• (Optional) Up to four 100 GbE (SFP28 optical or DAC copper) dual-port Ethernet cards.</li><li>• (Optional) Up to four 10/25 GbE (SFP28 optical or DAC copper) quad-port Ethernet cards.</li><li>• (Optional) Up to four 10 GbE Base-T quad-port Ethernet cards.</li><li>• (Optional) Up to four 32 Gb Fibre Channel dual-port cards. For path to tape and VTL.</li><li>• 110TB - 2200 TB usable capacity</li></ul>

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## Resolved Issues

Issue Number	Description	Customer Number
DXE-29467	DXi software upgrade race condition fixed.	832595

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## Known Issues

DXi 5.1.2 Software has the following known issues:

Issue Number	Description
DXE-25942	DART GUI banner does not display full firmware version. DART (DXi Advanced Reporting) GUI does not contain enough space to display the new full firmware version. The firmware version has changed due to use of Git code build methods. The DXi code version can still be obtained from the DART GUI.
DXE-20388	Large DXi with extremely busy non-dedup Shares can cause Health Check and Garbage Collection to slow and use excess memory. Workaround: use dedup enabled shares. (DXi is not meant to be a primary storage device.)
DXE-26043	Netserver is not working properly. Usually this function is used in conjunction with Service to test the network connection from one DXi to another. Netserver is not used for any data storage functionality.
DXE-29453	After a software upgrade, the Notifications Email Server page might have strange characters. Functionality is not affected.
DXE-29548	When enabling both Cloud and Veeam, GUI and CLI report errors when viewing the App Environment page or running the get status command. Functionality is not affected.
DXE-29566	Reinstall with Save Data does not work. Fresh install does work.

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# Documentation

For the latest DXi9200 documentation using DXi 5.1.2 software, see the following DXi Documentation Centers:

- **DXi9200 Documentation Center:** [www.quantum.com/DXi9200Docs](http://www.quantum.com/DXi9200Docs)

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## Supported Backup Applications

For the current list of backup applications supported for use with DXi 5.1.2 Software:

1. Click on <https://www.quantum.com/swcompguide.aspx>

The **Support > Software Compatibility With Tape Libraries** page appears.

2. In the **Compatibility Guide** list, select **Software / Disk-Based Backup Systems**.
3. (Optional) Select your system and software from the **Storage Device** and **Application Software** lists.

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**i Note:** If the storage device and application software are not selected, a full list of all available devices and software will appear and requires a minute or two to populate. Select your system and software for a faster-appearing, shorter list.

4. Click **Submit**.

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**i Note:** Contact the backup application vendor for the latest software revision information.

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## DXi Additional Notes

### Cloud Based Analytics

Cloud Based Analytics (CBA) is now enabled by default. This will allow your DXi to communicate with Quantum and provide system health and greater serviceability.

If you want to disable Cloud Based Analytics (not recommended by Quantum), do the following:

1. Go to the **Configuration > System > CBA** page.
2. Uncheck the following boxes:

- **Enable Cloud Based Analytics**
- **Send Events (RAD and Admin Alerts)**
- **Process Job Requests (Log capture and upload)**
- **Send Telemetry**

3. Click **Apply**.

## Dynamic Host Configuration Protocol (DHCP)

DXi systems default to DHCP. If you do not have a DHCP server, log into the Console Desktop and set a static IP (see DXi Installation Guide for more information).

Use the IPMI Remote Console to change this IP Address and reboot the system if this address conflicts with any systems on your network.

## Email Reports

Quantum recommends enabling **Email Reports**. When enabled, **Email Reports** periodically sends system configuration and status information to Quantum, including any software upgrades you have installed using the **Software Upgrade Utility**. Quantum Support can use this information to provide a better support experience in the future.

To configure Email Reports:

1. Make sure a valid outgoing e-mail server is specified on the **Configuration > Notifications > Email > Server** page.
2. (Optional) Specify any additional recipients to receive the reports on the **Configuration > Notifications > Email > Email Reports > Recipients** page.
3. Make sure a weekly **Email Reports** schedule is configured on the **Configuration > Scheduler** page. Configure two weekly recurring events: one for **Status** reports and one for **Configuration** reports.

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## Contacting Quantum Support

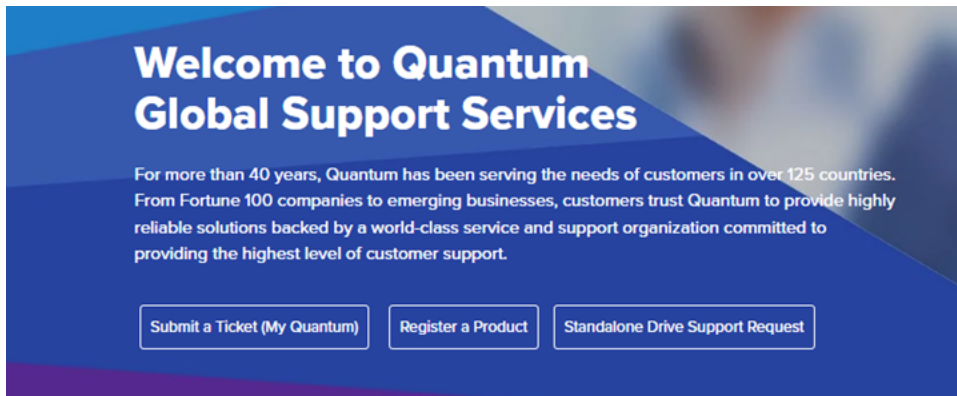
Below is information related to contacting Quantum Support as well as steps to improve your Quantum customer journey.

- [Submit a Ticket \(Service Request\) on the next page](#)
- [Use MyQuantum Service Delivery Platform on the next page](#)
- [Use Cloud Based Analytics \(CBA\) on page 8](#)

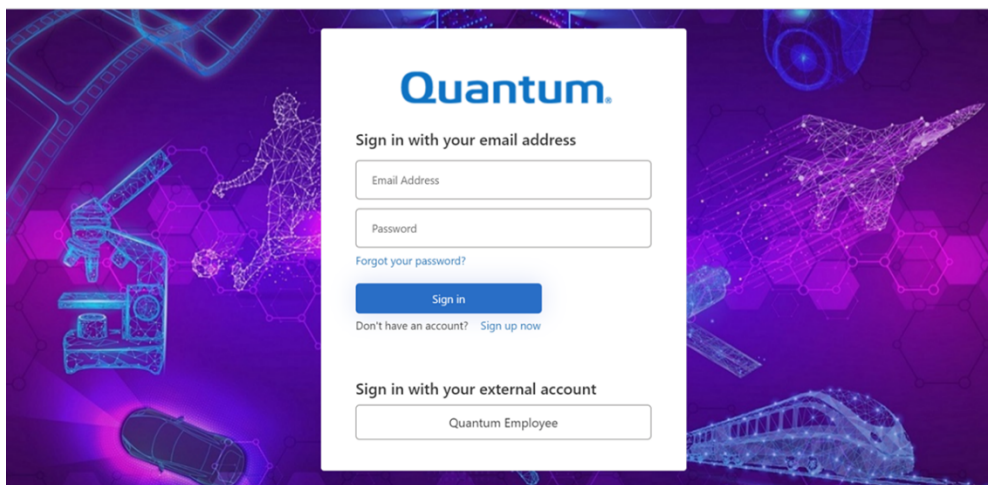
- [Escalate a Case on the next page](#)
- [Contact Quantum Sales on the next page](#)

## 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/>



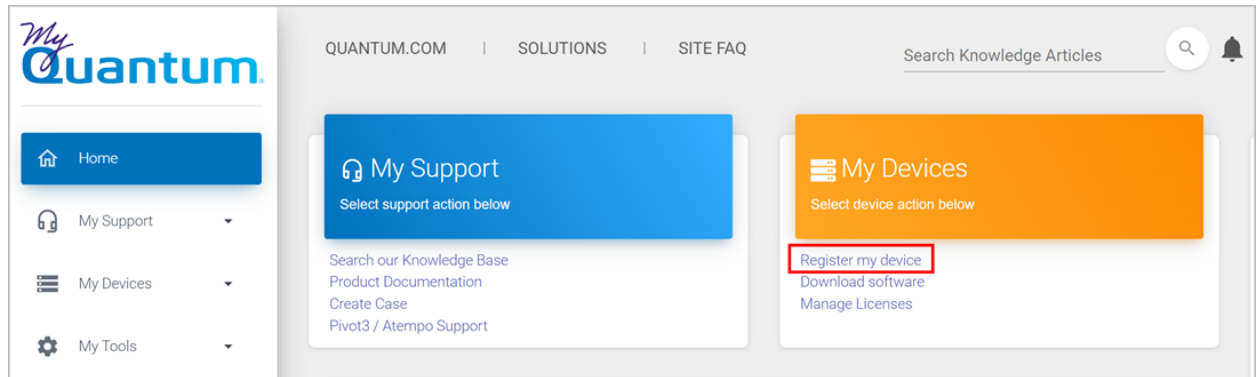
To start the process with Quantum Technical Support, click **Submit a Ticket**. From here, sign in to the MyQuantum Service Delivery Platform or create an account. For more information, refer to the [Use MyQuantum Service Delivery Platform below](#) section below.



## 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/>