IBM Drive Firmware Release Notes

Release	S57A (FH)
Supported Product	IBM Gen10 FH Drives
Date	September 2025

Overview

IBM has released a firmware update S57A. (Full Height). This firmware affects all Gen 10 Full Height (FH) 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 S570 follow.

Fixes That Affect All Drives

Issue
Enhance skew servo acquire during cartridge initialization at Cold/Dry.
Spike detection code was causing acquire errors and cart init failures.
Fixes acquire error due to unstable actuator control.
Change dead track criteria from 7 to 4.
Pseudo buffer full RC caused time-out when used as a method for honoring immediate stop requested by rolling calibration.
Perform fine actuator motion at large PES situation during cartridge initialize.
PES acquire enhancements.

Contacting Quantum Support

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

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

Chatbot

An AI driven Quantum Chatbot is available to ask product support questions, open a service case, or chat with a call center agent. Locate the Q box on the bottom right of a Quantum web page, such as https://www.quantum.com/en/service-support/.

ℹ️ **Note:** Some ad blockers might interfere.

Open a Service Case

Use any of the following methods to open a service case:

- AI driven Quantum Chatbot. Locate the Q box on the bottom right of a Quantum web page.

- Visit the [MyQuantum](#) portal (for more information, see [Use MyQuantum Service Delivery Platform on the next page](#)).

  ℹ️ **Note:** The MyQuantum portal is the most efficient and preferred method to open a service case.

- Visit the [Service & Support](#) page.

  ℹ️ **Note:** You can also access other Support related services.

- Call Quantum Support (see [Service & Support](#)).

Use MyQuantum Service Delivery Platform

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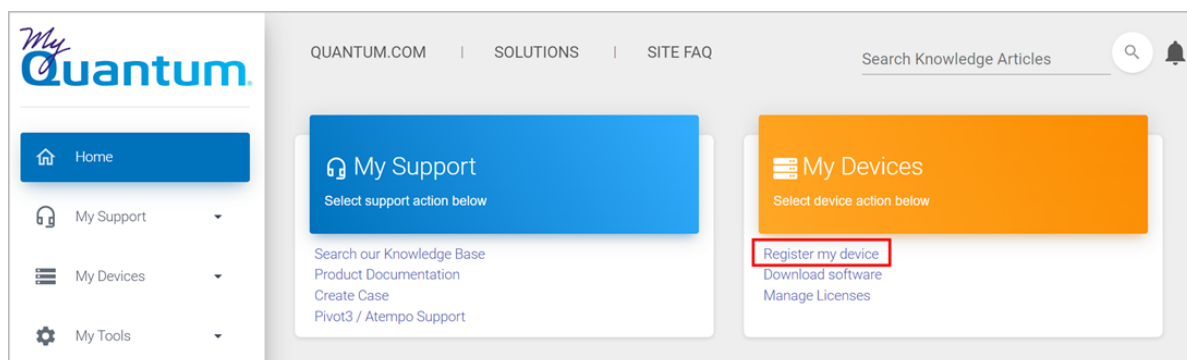
3. Request site access to the Cloud-Based Analytics (CBA) monitoring portal and follow the instructions to set up product(s) to connect to CBA. You can use CBA to monitor Quantum products remotely, from a single dashboard, and Quantum Support can use it to help troubleshoot products more efficiently.

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.

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

Refer to the Quantum CBA website for general information about CBA.

Escalate a Service Case

To escalate a service 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/