IBM Drive Firmware Release Notes

Release	SBN0 (FH)
Supported Product	IBM Gen10 FH Drives
Date	November 2025

Overview

IBM has released a firmware update SBN0. (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 S57A follow.

Fixes That Affect All Drives

FSC	Issue
None	Modify ERP speeds to spd1 in Warm/Hot or Humidity > 25C
None	Fix panic when dumps are taken during active write/reads
None	Optimize SAS & FC read performance
7060	Enhance offset seeding ERP
7060	Fix slow advancing offsets ERP in Hi-temp environments
None	Fix exception while dump is being pulled for EPT version
None	Fix FSC 4106 with Erase or Format command
None	Prevent Erp speed limiter from using speeds slower than spd11
7060	Bias ERP speeds faster in hot environment and/or when servo errors are present
7246	Fix 7246 during speed cycle ERP
7060	Restore low speed use near wrap turn during ERP in HD environmental conditions
105C	New FSC definitions for 105C/D05C and 58e6/78e6
None	Increase Read Tape Map Control buffer size
None	Add TM Logging of EOW Run In motion
7420	Tighten dead track criteria from 7 to 4
None	Introduce YPOS servo logging as a compound overlay
7836	Prevent ERP perms due to microcode shutdown
2E12	Fix 2E12 at Cold/Dry.
None	Clean up ISM Log Counter interface
None	Fix trace decode of MED return code in ISM summary log
7060	Fix timeout
None	Add TM Logging of BOT Tape Lift motion
None	Add more formatter info for BOT Tape Lift logging

FSC	Issue
2E12	Improve Ypos spike detection
7875	Increase the acceptable tolerances in tape thickness
7875	Fix 7875/2E13 with SONY tapes
7060	Modify large-offset persistence criteria at EOW during read ERPs
7060	Defer EOW notification until BOW read to avoid read perm on EOW
2E12	Fix fine actuator motion at large PES during cartridge initialize.
None	Fix SW counters (TM/LP3E) counting err
None	Fix Directional LP3E counters
7076	Fix read failure due to invalid LPOS
6000	Fix FSC 6000:0001 cartridge is loaded during FID read
None	Fix reading HRTD entries on EOD wrap
None	Fix a drive hang issue during read/write retry
7076	Fix ISM Panic
None	Fix writing DSS on long erase
7060	Retain PES offset during ERP near wrap turn
6000	Fix mismatched between Host I/F and Dataflow components
None	Cleaning improvement
None	Enhance REPOS_RE_ON trace
None	Improve FID read perm logging in TM
None	Add TM logging of Distributed Refresh (DRI) running motion
None	Add TM logging of write tension
None	Improve tape lift logging in TM
6017	Fix 6017 Read t/o when read-write audit failure condition surfaces
None	Fix trace and TM Logging for IFC calibration

Functional Change Requests

FSC	Issue
None	**Update Read Attribute Write and Erase timeouts**
None	**FCR3425: implement special locate for read across read perm**
7060	**Read past read perm feature has side effects of disabling use of offsets in ERP (FEATURE_READ_CONTINUE)**

Fixes That Affect Only Certain Drives

Library Drives

FSC	Issue
None	**Fix FC link [port 0] in libraries which use auto online disable**

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 7](#)
- [Contact Quantum Sales on page 7](#)

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/.

ℹ **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](#)).

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

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

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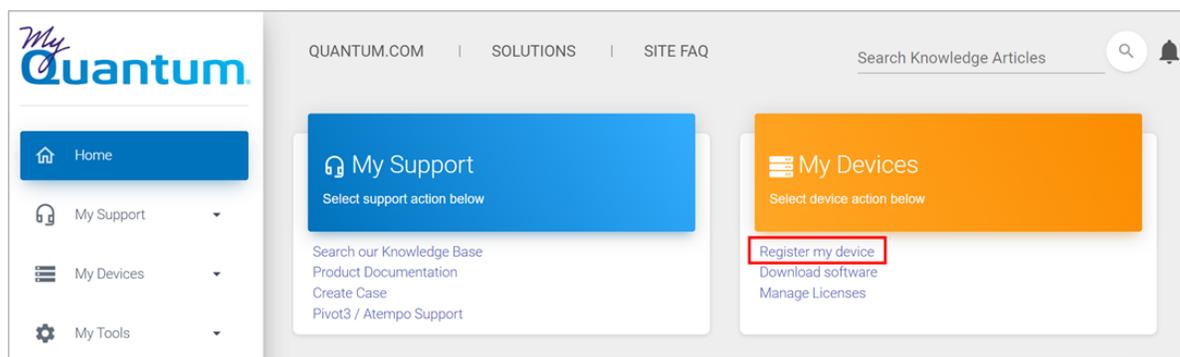
3. Request site access to the Cloud-Based Analytics (CBA) monitoring portal and follow the instructions to set up product(s) to connect to CBA. You can use CBA to monitor Quantum products remotely, from a single dashboard, and Quantum Support can use it to help troubleshoot products more efficiently.

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/