

# IBM Drive Firmware Release Notes

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<b>Release</b>	T2S0 (FH)
<b>Supported Product</b>	IBM Gen10 FH Drives
<b>Date</b>	May 2026

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## Overview

IBM has released a firmware update T2S0. (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 SBN0 follow.

## Fixes That Affect All Drives

### Diagnostic

<b>FSC</b>	<b>Issue</b>
<b>5350</b>	<b>Fixed motor velocity calibration test threshold.</b>

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## Error Recovery

FSC	Issue
None	Fixed panic during run-in write ERP.
None	Fixed lateral position recovery completion.
None	BOT ERP Improvement tied to wrap limit.
None	Allow only one re-chuck per dataset, to limit unnecessary motion.
None	Change ERP speed in HW/WW environments.

## Host/SCSI

FSC	Issue
None	Corrected LP14h parameter 1000h

## Library

FSC	Issue
None	Added retry logic for iADT Service Discovery bind failures.
None	Fixed iADT Service Discovery announcement sending failure.

## Load/Unload

FSC	Issue
None	Fixed Unload hang after lateral recovery failure.

## Logging

FSC	Issue
None	Corrected BOT/MOT counts of LP17h after unload.
None	Added FSC 106C/D06C for channel diagnostics.
None	Added new FSC when write read audit could not complete the calibration during send diag or mode page.

## Other

FSC	Issue
None	Fixed FSC 4106 returned when Erase or Format is requested during power save.
7421	Added natural frequency sweep to brush actuator motion.
None	Changed center head module substrate voltage to 0mV.

## Performance

FSC	Issue
None	Optimized long erase to skip already-erased wraps.

## Read/Write

FSC	Issue
None	Fixed write timeout at BOT in append-only mode.
None	Fixed EOD read failure from incorrect wrap value.

## Tape Handling

FSC	Issue
7475	Prevented invalid segment reference during reposition.
None	Removed dataset processed criteria from EOL check.
None	Changed low humidity TA threshold for PA media.

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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.

- [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 6](#)
- [Contact Quantum Sales on page 6](#)

## 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/>.

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**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](#)).

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

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

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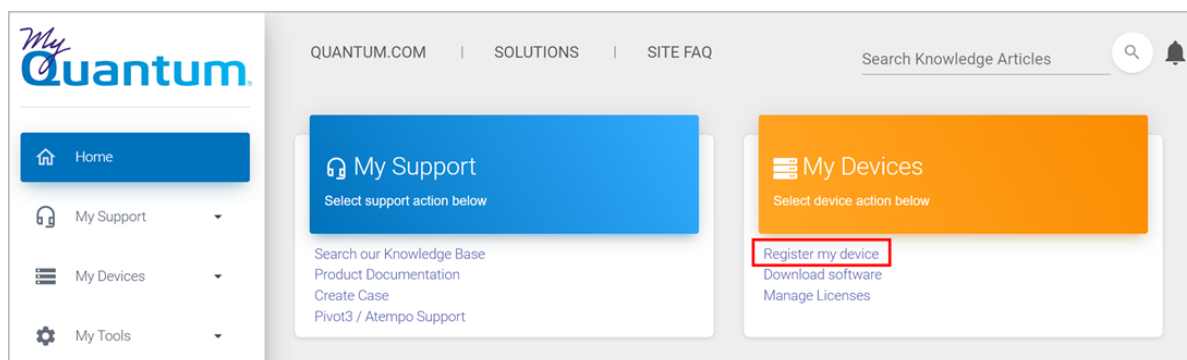
**i Note:** You can also access other Support related services.

- 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/>