

# IBM Drive Firmware Release Notes

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<b>Release</b>	T3S2 (FH)
<b>Supported Product</b>	IBM Gen10 FH Drives
<b>Date</b>	June 2026

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## Overview

IBM has released a firmware update T3S2. (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 T2S0 follow.

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# Fixes That Affect All Drives

Issue	Description
<b>Optimized Load Operations for Enhanced Media Handling</b>	<p>Quantum has introduced enhancements in the T3S2 firmware release that optimize tape load operations and improve overall media handling characteristics.</p> <p>The update includes refinements to the tape loading process, including adjustments to initial load parameters, resulting in a more controlled and media-friendly load sequence. These improvements are intended to enhance long-term operational robustness and support consistent media performance throughout the cartridge lifecycle.</p> <p>To maximize the benefits of these enhancements and maintain the latest recommended operating environment, customers are encouraged to upgrade to T3S2 at the earliest opportunity.</p>

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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.

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

## Open a Service Case

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

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

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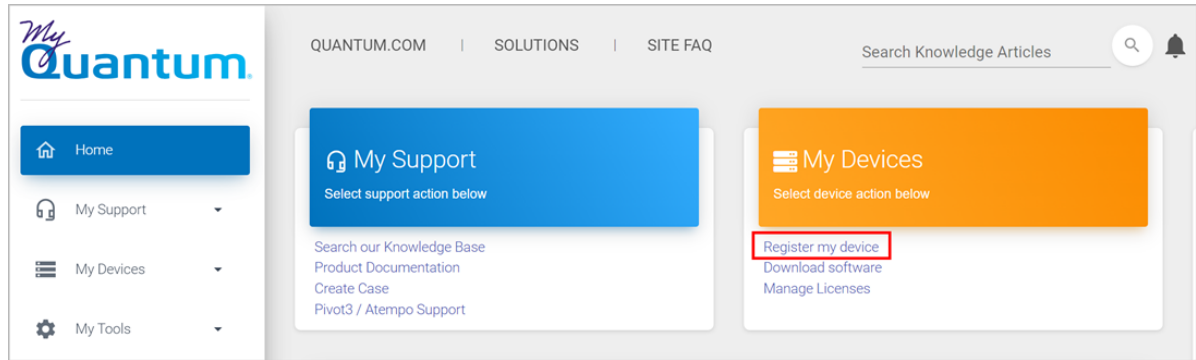
**i Note:** You can also access other Support related services.

- 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/>