

Quantum SuperLoader 3 Release Notes

Product	SuperLoader 3
Firmware Version	V110
Date	March 2025

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Purpose of This Release

This document describes the changes for the V110 release of SuperLoader 3 Firmware.

Visit <https://www.quantum.com/en/service-support/downloads-and-firmware/superloader3/> for additional information about the SuperLoader 3 and previous releases.

New Features and Enhancements

This is a maintenance and feature release that supports SuperLoader 3. Refer to [Resolved Issues on the next page](#) for all fixes in this release.

Supported Drives

The V110 release of SuperLoader 3 Firmware supports the following drives:

- LTO-9 (Half Height, SAS)
- LTO-8 (Half Height, SAS)
- LTO-7 (Half Height, SAS)
- LTO-6 (Half Height, SAS)

Unsupported Drives

The V110 release of SuperLoader 3 Firmware does not support the following drives:

- LTO-2 (All heights and interfaces)
- LTO-3 (Full and Half Height, SAS and FC)
- LTO-4 (Full and Half Height, SAS and FC)
- LTO-5 (Full and Half Height, SAS)
- SDLT600 (All heights and interfaces)
- SDLT320 (All heights and interfaces)
- SDLT220 (All heights and interfaces)
- DLTS4 NFC (All heights and interfaces)

- DLTV4 (All heights and interfaces)
- VS160 (All heights and interfaces)
- VS80 (All heights and interfaces)

Cautions and Warnings

System

The following are cautions and warnings for the system:

- It is necessary that the unit be properly mounted in a rack or sitting flat on a hard surface with support under the entire unit.
- When power cycling the unit, please wait 10 seconds before powering it back on.
- Windows 2008 *does not* support LTO-7 or LTO-8 tape drives.

Resolved Issues

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Change Request Number	Description	Resolution
SL3-24	New display panel installed on operator control panel (OCP).	Enhancement.
-	New LTO-9 drive firmware (R3G5).	Enhancement.

Known Issues

This release of firmware has the following known issues.

Change Request Number	Description	Workaround
17902	When changing the barcode scanner configuration on the OCP, the user is not immediately notified that a power cycle is required.	The user must hit the ESC key to get to the top level before the message is displayed. (However, until the user power cycles, active operations from the OCP are not allowed.)
17957	In the Remote Management Unit, when entering information in Configurations > Security , under the heading “ Client Authorization Control ,” be sure that any IP address values that are entered contain valid characters.	If not, the invalid characters will simply be ignored, and the remaining valid characters will be taken as the IP address. There will be no warning given to the user. This may or may not produce intended results for the user.
18216	With an existing static site local IPv6 address set, when setting the IPv6 address to a new site local address that is the same as the current router-assigned site local address the new address is rejected without giving the user an error message that the address was rejected. Also, when the new address is rejected, the prior old static site local address is removed from the “Current Network Parameters” section on the Configuration page and is no longer functional.	To restore this site local connectivity, either clear the IPv6 address from the RMU field and submit or enter a non-router-assigned address value.
18376	When using Red Hat 5.1, Firefox 1.5.0.12 or other browsers may not be able to connect to the SuperLoader 3 system.	This is caused by the operating system itself directing network traffic to a virtual network interface. The failure is intermittent. RH 5.0, RH4.0 and other operating systems work fine.

Change Request Number	Description	Workaround
17874	<p>When using Windows Server 2008, on the Configurations/Security page under “User Administration,” if a user of type “Operator” is created, there will be problems when this user tries to log back to the system using Internet Explorer 7. The problem only occurs with this combination of browser and operating system. This occurs when the user opens a new browser. The user is presented with a login screen, and the login attempt will fail.</p> <p>i Note: Windows 2008 does not support LTO-7 or LTO-8 tape drives.</p>	<p>To workaround this, cancel the login window, and select a page that does have operator access, such as the Command page. The login will succeed.</p>
17894	<p>When using a browser on Windows Server 2008, occasionally HTML text appears on the Web page. This text appears in the Status pane and on the main pages, usually during the auto-refresh.</p>	<p>Refreshing the browser remedies the issue.</p>
40856	<p>A Microsoft feature can keep a user from seeing the complete file path when updating drive or loader firmware over the On-board Remote Management interface. This can occur with Internet Explorer 7.0 or higher. This problem will display the text "fakepath" in the file path for the firmware being downloaded and installed.</p>	<p>To see the full file path, enter the Internet Explorer Toolbar location:</p> <ol style="list-style-type: none"> 1. Tools > Internet Options > Security > Custom Level > Include local directory path when uploading files to a server. 2. Click the Enable button. 3. Click OK, then Apply, and finally OK to set this new setting. 4. You should be able to see the full path name on the RMU for the firmware file being downloaded.
58922 (SL3-12)	<p>Network security scanners using an invasive telnet scan may cause the Operator Control Panel (OCP), the Remote Management connection, and the host interfaces to lock up.</p>	<p>Power cycle the SuperLoader3 to recover from the lock-up. Exclude the SL3 IP address from future scans.</p>

Change Request Number	Description	Workaround
66713	<p>After autocleaning completes on the SuperLoader 3, some letters are missing in the Operator Control Panel section under the “Status” heading.</p> <p>It should say...</p> <p>LDC: Drive Requests</p> <p>Cleaning</p> <p>...but instead says</p> <p>LCD: rive Requests</p> <p>leaning</p> <p>This error affects only the “Status” output, and does not affect actual cleaning.</p>	<p>Refreshing the OCP corrects this issue.</p>
66727	<p>When using the 64-bit version of Firefox, Move Media commands issued from the Commands page are not executed.</p>	<p>To avoid this situation, use either the 32-bit version of Firefox or the latest 64-bit versions of Chrome or Edge.</p>

Documentation

The following documents are currently available for the Quantum SuperLoader 3 at this location:

<https://qsupport.quantum.com/kb/flare/content/SL3/docCenter/default.htm>

Document Title
SuperLoader 3 User's Guide
SuperLoader 3 Quick Start Guide
SuperLoader 3 Software Interface Guide
SuperLoader 3 Magazine or Magazine Blank Replacement
SuperLoader 3 Center Bezel Replacement
SuperLoader 3 Rackmount Replacement

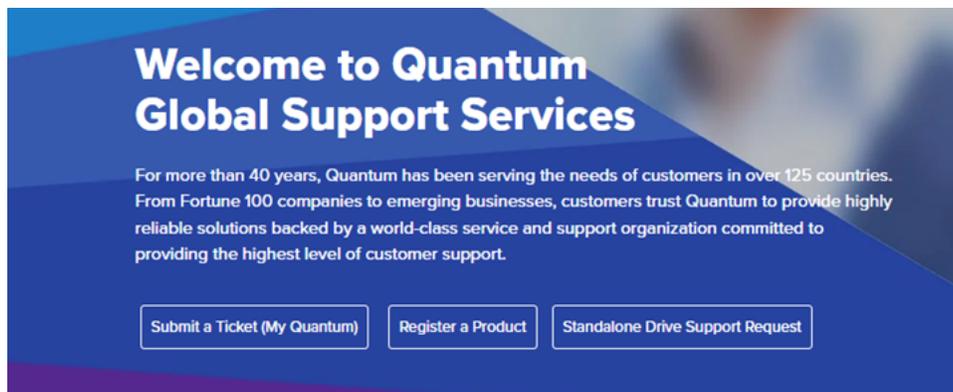
Contacting Quantum Support

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

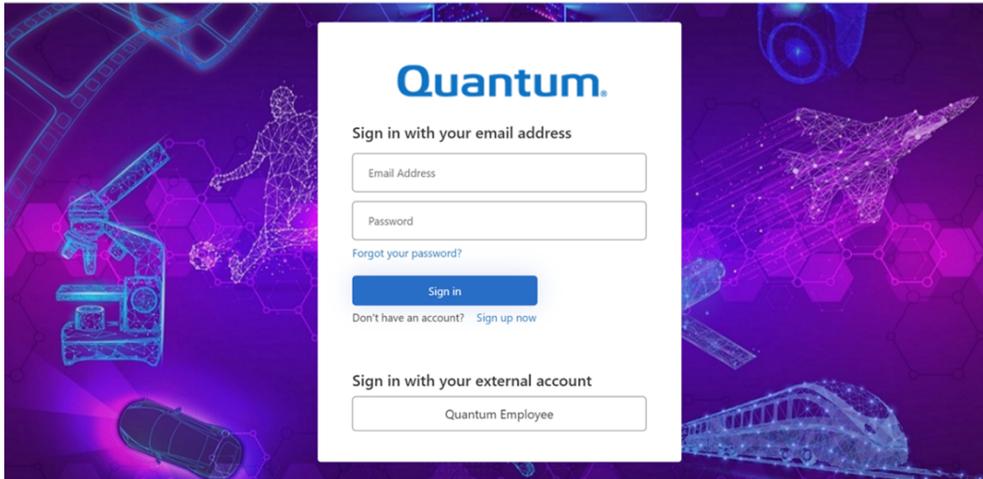
- [Submit a Ticket \(Service Request\) below](#)
- [Use MyQuantum Service Delivery Platform on the next page](#)
- [Use Cloud Based Analytics \(CBA\) on page 9](#)
- [Escalate a Case on page 9](#)
- [Contact Quantum Sales on page 9](#)

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/>



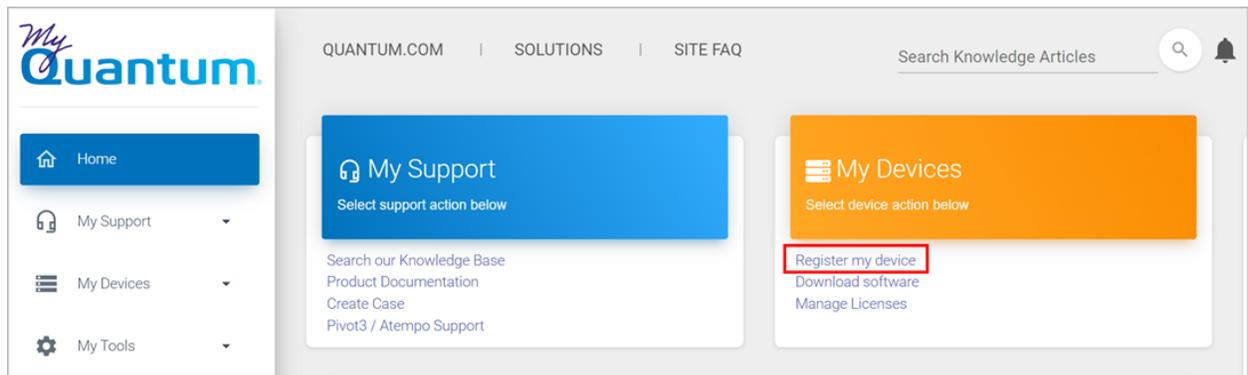
To start the process with Quantum Technical Support, click **Submit a Ticket**. From here, sign in to the MyQuantum Service Delivery Platform or create an account. For more information, refer to the [Use MyQuantum Service Delivery Platform on the next page](#) section below.



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/>