

Scalar i6000

Release Notes 840Q.GS27100

Product/Software Release Date	February 2026
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Contents

About This Release	2
General Information	2
Security Scanners	4
Compatibility and Support	5
Resolved Issues	8
Known Issues	10
Documentation	18
Contacting Quantum Support	19

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About This Release

The Scalar i6000 840Q.GS27100 release is a maintenance release for Scalar i6000 libraries that details bug fixes described in the [Resolved Issues](#) section. Refer to [Known Issues](#) for additional information.

What's New in this Release?

This release supports the Scalar i6000 library. Enhancements in this library include:

- LTO-10 drive support.
- Library LTO-7, 8, and 9 drive firmware upgrades.
- Media Block feature.
- To view all bug fixes and enhancements, see [Resolved Issues on page 8](#)

I/E Slot Configurations

A configuration option was added to the Local User Interface Setup menu to configure a system-wide, modified SCSI element addressing approach, such that drive elements do not start at element 0x0100 (default) but map to starting element address 0x0800. This allows for larger I/E element configurations in standard partitions beyond the 240-element limitation.

To allow for I/E element configurations of size larger than 240 elements, disable the **Default SCSI Element Addressing** setting (Setup > System Settings > Physical Library), then configure the respective partition(s) for the required I/E element size.


i Note: Scalar i6000 tape libraries that disable the default SCSI element address setting and configured library partitions for Stornext control, require a Stornext CLI operation to prepare Stornext for the modified SCSI element address change. From the StorNext CLI, issue the following command: `/usr/adic/MSM/util/archive_cmp -a <archive name> -u`

General Information

- The Scalar library Web UI application requires that the browser cache be cleared and the application re-loaded to ensure that all new functionality is implemented.
- The Web client places a cookie on the user's computer to provide the last user's credentials upon login. The cookie only collects the user's credentials to facilitate login, and does not collect any other user data.

- To help maintain system integrity and for marketing purposes, Quantum regularly collects system information through automatic emails and cloud based telemetric auto support. These emails and auto support telemetric data contain configuration and status information only, and do not contain any customer data stored on the system.

Email Support

 **Note:** This is only relevant if you have an email server (SMTP).

To disable this function:

1. Log on to your library.
2. Select **Notifications** from the **Navigation** menu.
3. Select the check box next to *scalartelemetrics@quantum.com* in the **North Panel**.
4. From the **Operation** panel, select **Reports**.
5. Click the trash can icon next to **Scalar Telemetrics report**.
6. Click **Apply**, then **Close**.

Auto Support (Cloud Based Analytics)

To disable this function:

1. Log on to your library.
2. Select **Notifications** from the **Navigation** menu.
3. Select the check box next to *Auto Support* in the **North Panel**.
4. To disable RAS tickets, select **RAS Tickets** from the **Operation** panel.
5. De-select the **Enable Auto Support Communication** check box.
6. Click **Apply**, then **Close**.
7. From the **Operation** panel, select **Reports**.
8. Click the trash can icon next to **Scalar Telemetrics report**.
9. Click **Apply**, then **Close**.

Library Default Settings

Scalar i6000 software is installed with certain default settings. This section outlines those default settings. Review this section to determine if any of the default settings need to be changed to make your library run more effectively.

WebGUI Path	Option	Default Setting
Library > Settings	Automatic Inventory	Disabled
	Library-Assisted Drive Unload	Enabled
	Logical Drive Serial Number Addressing	Enabled
	Robot Health Check Interval	Once Daily
	Tower Health Check Interval	Once Daily
	Rail Health Check Interval	Once Daily
Network > Connectivity	SSH	Disabled
	XML Interface	Disabled
	ICMP	Enabled
System > Notifications	Email Reports / Auto Support ¹	Enabled
System > Settings	Aisle Lights	Enabled (duration set to 1 hour)
System > SNMP	SNMP v1, v2, and v3	Enabled
User Access > Settings	Remote Service Login	Disabled
	Reverse Tunnel	Disabled

1. The tech support (techsup@quantum.com) and telemetrics (scalartelemetrics@quantum.com) email notifications are enabled by default and active once an email (SMTP) server is configured.

Security Scanners

Quantum tests with the following Security scanners against the library:

- Tenable Nessus Professional Version 10 - Version : 10.9.2 (#17) WINDOWS

No high/critical vulnerabilities found against this release using Nessus Professional Security Scanner.

Compatibility and Support

Encryption Key Management Drive Support

While the Scalar i6000 library supports multiple partitions configured for encryption, only a single encryption option can be used.

IBM Drives

Encryption Options	IBM LTO-4	IBM LTO-5	IBM LTO-6	IBM LTO-7	IBM LTO-8	IBM LTO-9	IBM LTO-10
Application Managed Encryption	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Q-EKM	Requires EKM License	Requires EKM License	Requires EKM License	No	No	No	No
TKLM/SKLM ²	Requires EKM License	Requires EKM License	Requires EKM License	Requires EKM License	Requires EKM License	Requires EKM License	Requires EKM License
SKM	No	Requires EKM License	Requires EKM License	Requires EKM License	Requires EKM License	Requires EKM License	Requires EKM License
KMIP Key Manager ¹	No	Requires EKM License	Requires EKM License	Requires EKM License	Requires EKM License	Requires EKM License	Requires EKM License

1. Only SafeNet/Thales encryption key servers are supported/tested KMIP configurations.

2. Applies to TKLM/SKLM and SGKLM (GKLM) for IPP communication protocol only.

HP Drives

Encryption Options	HP LTO-4	HP LTO-5	HP LTO-6
Application Managed Encryption	Yes	Yes	Yes
SKM	Requires EKM License	Requires EKM License	Requires EKM License
KMIP Key Manager ¹	Requires EKM License	Requires EKM License	Requires EKM License

1. Only SafeNet/Thales encryption key servers are supported/tested KMIP configurations.

Web Browser Support

The Scalar i6000 WebGUI supports the following web browsers. Quantum recommends upgrading to the latest version of the browser.

Web Browser	Versions Supported
Internet Explorer	Not supported.
Google Chrome	Recommend latest version.
Mozilla Firefox	Recommend latest version.
Apple Safari	Recommend latest version.
Microsoft Edge	Recommend latest version.

Drive Firmware

IBM Drive Types	Latest Firmware Version
IBM LTO-3 (FC) 2 Gb	93GM
IBM LTO-3 (FC) 4 Gb	93GM
IBM LTO-4 (FC) 4 Gb	C7QH
IBM LTO-5 (FC) 8 Gb	H970 ¹
IBM LTO-6 (FC) 8 Gb	KAJ8 (Standard) ¹ KAJ8 (FIPS)
IBM LTO-7 (FC) 8 Gb	S2T4 (Standard) ¹ S2T4 (FIPS)
IBM LTO-8 (FC) 8 Gb	S2T4 (Standard) ¹ S2T4 (FIPS)
IBM LTO-9 (FC) 8 Gb	S2S0 (Standard) ¹ S2S0 (FIPS)
IBM LTO-9 (SAS) 12 Gb	S2S0 (Standard) ¹ S2S0 (FIPS)
IBM LTO-10 (FC) (FH) 32 Gb	SBN0 (Standard) ¹ SBN0 (FIPS)
IBM LTO-10 (SAS) (FH) 12 Gb	SBN0 (Standard) ¹ SBN0 (FIPS)
¹ Bundled with library firmware.	

HP Drive Types	Latest Firmware Version
HP LTO-3 (FC) 2 Gb	L67Z
HP LTO-3 (FC) 4 Gb	M69Z
HP LTO-4 (FC) 4 Gb	H64Z
HP LTO-5 (FC) 8 Gb	I6RZ ¹
HP LTO-6 (FC) 8 Gb	J5WZ ¹
¹ Bundled with library firmware.	

Resolved Issues

This release of Scalar i6000 840Q.GS27100 firmware resolved the following issues (bug fixes).

Change Request Number	Service Request Number	Description	Resolution
I6K-2452		Media block feature added.	Enhancement.
I6K-3183			
I6K-2712	721940	Library reset feature causing drives to reboot and firmware leveling to occur unexpectedly.	Fixed.
I6K-2774	729768 735770	Library incorrectly reports SPA Circuit Card Failure RAS ticket.	Fixed.
I6K-2892		Library core dump during reset causes unexpected reboots and drive communication issues.	Fixed.
I6K-2937	746097	EDLM drive unloads and connectivity issues occur following a firmware upgrade to 815Q.	Fixed.
	747249		
	748243		
I6K-2990	752810 758560 853094	EDLM drive issues, cause scan timeouts and problems with drive responsiveness.	Fixed.
I6K-3053	718335	Issue with uploading valid SSH certificate.	Fixed.
I6K-3146	815699	EDLM scan policy documentation updates.	Enhancement.
I6K-3157	00815985	Library reports an erroneous power-off RAS ticket for the TWR board.	Fixed.
I6K-3163	826585	Partition names fail due to length (names must be less than 32 characters).	Fixed.
I6K-3164	826585	17th encrypted partition on library fails encryption key fetches.	Fixed.
I6K-3174	838692	Drive encryption status issues occur with LTO-8 media.	Fixed.
I6K-3176	840046	LTO-9 calibration dismount delay.	Fixed.
I6K-3186			
I6K-3178	840181	Port 80 is required to be open for SKM key generation.	Fixed.
I6K-3188	845953	EDLM drives lose drive communication, prevent EDLM from dismounting tapes.	Fixed.

Change Request Number	Service Request Number	Description	Resolution
I6K-3189	845221	Teach calibrate cannot start from frame 15 to 16.	Fixed.
I6K-3201 I6K-3200		LTO-10 drive support added to library.	Enhancement.
I6K-3209	855805	Library partition loses Library-Manage Encryption (LME) setting.	Fixed.
I6K-3213	857314	Right robot does not move left robot, causing operation issues.	Fixed.
I6K-3230 I6K-3212		Unblock media feature added to LUI.	Enhancement.
I6K-3234 I6K-3219 WUI-2305	858775	Username validation rules updated in Web Services API, LUI, and WeBGUI	Enhancement.
I6K-3243		Control path drives lose connectivity to host.	Fixed.
I6K-3246		Updated LTO-7, LTO-8, and LTO-9 library drive firmware.	Enhancement.
I6K-3258	837765	Library drive attempts to eject LTO-9 media before calibration is complete.	Fixed.
WUI-1269		Drive cleaning status added to Information panel,	Enhancement.
WUI-2222		Import/Export modal window shows incorrect media status.	Fixed.
WUI-2226		Logically blocked scratch tape should not be available for a diagnostic test if IE area is configured.	Fixed.
WUI-2255		Drive-media compatibility rule added to Drive Read/Write Performance test.	Enhancement.
WUI-2345		Automatic drive cleaning issue.	Fixed.
WUI-2330		Media block button now enabled for cleaning media in a partition for application-managed cleaning.	Enhancement.

Known Issues

Change Request Number	Service Request Number	Description	Workaround
I6K-91		Under rare situations, robot does not initialize after system reboot.	Vary off and vary on the robot.
I6K-295		Both robots used when selecting left or right robot for a robot scanning diagnostic test.	Vary off the robot not selected scanning before running diagnostic test.
I6K-300		Network IPv6 stateless to stateful change results in error.	This error occurs on the first attempt. The change will occur on the second attempt.
I6K-492		HDC default ISR on multiple towers after swapping scanners in towers.	Power cycle the tower. If this does not fix the issue, reset the library.
I6K-848		Under rare situations, LUI locks up when attempting a login.	Use the WebGUI to reset (not restart/reboot) the library.
I6K-967		RAS ticket automatically closes when new drive is varied off. It should only automatically close when resolved.	Make sure all drive related RAS ticket information is known before a drive is varied off.
I6K-1021	568471	Correct coordinates but wrong locations in non-Java GUI only.	Perform proper logical configuration changes before making physical configuration changes.
I6K-1267		HP LTO-6 drives must remain at drive firmware version J5KZ.	See issue I6K-1369 below.
I6K-1369		EDLM scan fails on WORM media in HP LTO-6 drive. The tape is left in the drive and the drive must be varied off and on in order to unload the drive.	Use J5KZ drive firmware if you attempt an EDLM scan on WORM media in an HP LTO-6 drive. Do not use J5WZ drive firmware.
I6K-1649		NTP will not change to 24 hours format.	Disable NTP. Switch to 24 hour format and apply the change. Once the change has been applied, enable NTP.
I6K-1792		Drive Ethernet communication does not recover after a long frame to frame Ethernet outage.	Vary drive off and on.

Change Request Number	Service Request Number	Description	Workaround
I6K-1916	646039 686261 0720033	Error occurs when LDAP logins are uppercase characters.	Use lowercase login characters.
I6K-1924		LTO-9 media initialization time.	When LTO-9 media is loaded into a drive for the first time, it may take up to two hours for the media to be initialized and calibrated. You should expect delays in media access and unload timing
I6K-1933		Cannot access GUI after the library reboots with an open door.	Do not reboot library with when a library door is open.
I6K-1986		RAS ticket report notification is in csv file format, but uses "!" separators instead of "," separators. This causes readability issues when opening the file in Excel.	Change the separator format in Windows: <ol style="list-style-type: none"> 1. In Microsoft Windows, click the Start button, and then click Control Panel. 2. Open the dialog box for changing Regional and Language settings. 3. Click Additional Settings. 4. Enter ! in the List separator field. 5. Click OK twice.
I6K-1987		A duplicate barcode error occurs if a drive with a stuck tape is removed while varied on and not re-installed into the library.	The removed drive must be re-installed in the library.
I6K-1999		Duplicate drive serial numbers in library, causing one drive to be inactive.	Vary off active drive to use inactive drive.
I6K-2067		On occasion, when library reboots with an open door and the robotics are not ready, LUI shows "Running Library Initialization"	Ignore "Running Library Initialization" message. Enable robotics once you have completed service operations and have closed the door.
I6K-2328	667067 672767	Removing active Control Path drive from the library prevents selection of different Control Path drive.	Remove Control Path configuration from drive before removal.
I6K-2354		LUI allows a user to enable MFA and Access Restrictions.	Library will not actually enable and allow the setting changes to occur.

Change Request Number	Service Request Number	Description	Workaround
I6K-2371		After an upgrade to 800 library firmware, the WebGUI Drives North Panel displays a phantom drive in location 1,1,5,1,1 with "-???-Unknown" in the type field.	To remove the phantom drive, select the drive and Vary Off . Then remove the drive from the assigned partition.
I6K-2409	674201	If a fan is removed from the library for longer than 15 minutes and then reinstalled, the CMB does not reestablish fan speed control and the fans remain at high speed.	Limit fan removal from chassis to under 15 minutes.
I6K-2488	682793	SCSI verify (0x13) command hangs for 38 minutes. This then causes EDLM jobs to hang.	<p>This only affects FCB attached drives.</p> <ul style="list-style-type: none"> • Attach all EDLM drives to EEB board instead of FCB. • Use IBM EDLM drives attached to the FCB.
I6K-2506	684843	Changer visibility lost after toggling LME.	Vary off and vary on the drive.
I6K-2510	0685532	WebGUI incorrectly shows media not in slot.	Restart the LMC using Web Services or the LUI.
I6K-2517	685530	Library does not establish Serial Number after MCB replacement.	Contact Quantum Service.
I6K-2531		Remove Nexus does not clear a prevent medium removal.	Clear from the host. Vary the drive off and then back on.
I6K-2545		Drive Assembly diagnostic test does not work when both left and right robots are selected.	Do not select the option to use both robots for this test.
I6K-2559	688460 688465 859224 862996	Control Path configured drives lose host connectivity.	Vary drives off and back on.

Change Request Number	Service Request Number	Description	Workaround
I6K-2563	691593	A conflicting media location occurs between different Web Services API calls.	<p>In the (unlikely) event a mismatch of media location is detected, do the following:</p> <ol style="list-style-type: none"> Stop library control and issue a POST <code>aml/system/software/restartLMC</code>, or Select Operations > Restart LMC from the local Operator panel.
I6K-2613		Configuration isn't marked dirty when I/E magazine is deleted and added to different partition.	Save configuration after making configuration changes.
I6K-2637	714464	WebGUI import/export does not lock I/E(s) once for all moves.	Lock the I/E via WebGUI or Web Services. Perform moves to and from I/E. Unlock the I/E.
I6K-2641		Expand Web Services media accessibility definitions.	Ignore the accessibility response column.
I6K-2726		Library reset causes intermittent drive sled controller communication failures.	In the event a library reset operation results in RAS ticket event 02_05_18 (Tape Drive Communication Problem), perform a drive vary off and vary on operation once the drive is no longer performing any I/O to the tape drive.
I6K-2732		Outstanding Certificate signing request (CSR) lost after library firmware upgrade.	Generate new CSR.
I6K-2828		When a new partition is created, the Fibre Channel Blade (FCB) does not get an internal LUN assigned to the partition. This causes the library to not be presented externally to host systems.	Power Cycle the FCB. If that doesn't work, change the host to map to a different external LUN.
I6K-2835		Library UI shows 2 ports for a single ported drive sleds.	Ignore the second port information if the sled supports a single port configuration only. Data path failover configurations will not apply.
I6K-2867	734289	Unable to allocate resources removed from a partition.	Contact Quantum service for assistance with correcting and updating COD counts.

Change Request Number	Service Request Number	Description	Workaround
I6K-2872		Drive becomes stuck when unloading media.	<p>Vary the drive off an on. Once the drive is varied back on, attempt to unload the media again.</p> <p>If the drive remains stuck when unloading, contact Quantum Service.</p>
I6K-2874		LTO-9 media is eligible for calibration if located in a drive (DT) or I/E slot.	Before starting LTO-9 calibration operations, make sure all eligible LTO-9 media are located in storage (ST) slots in the partition.
I6K-2901		After a library reset, slow Ethernet or no Ethernet connections occur with drives in the library	<p>When a library is reset, some drives may remain in a degraded status. This indicates that host I/O, loading/unloading, and all normal tape operations are available. The drives should return to a ready status within 30 minutes.</p> <p>Some management functions such as Drive Firmware leveling will no be available immediately. This condition will self recover with 24 hours, usually faster.</p>
I6K-2916		Loading media to an available drive causes an error dialog to occur.	If you encounter this an Error 500 with Reason 600, please wait 10 minutes and retry.
I6K-2923		LTO drive containing a tape does not auto level when performing vary off/vary on operation.	Remove tape from drive and then vary off/vary on drive.
I6K-2934		EDLM session does not continue if the tape is manually unloaded from the drive.	Do not manually eject a tape during an EDLM session. If you do, you will have to restart the session.
I6K-2947		LTO-8 drives do not come online.	<p>Do the following:</p> <ol style="list-style-type: none"> 1. Vary the drive off. 2. Pull and re-seat the drive. 3. Vary the drive back on.
I6K-2970	750513	Unable to apply a service license to a library, even after a library reboot.	This issue occurs when the SNMP community string is changed from the default. To successfully apply the service license, change the SNMP community string back to default.

Change Request Number	Service Request Number	Description	Workaround
I6K-2994	0754807	After a new library installation, the power supply status is missing in the WebGUI.	<p>Power Supply status may be missing if the PS is not properly seated or an EMB is connected with a defective cable in the frame where the PS(s) reside.</p> <p>If the frame contains an EMB with a blinking amber LED, contact service for an EMB cabling connection analysis.</p> <p>For all other cases, schedule a library shutdown and reseal the PS(s) to assure secure PS insertion, then restart the library.</p>
I6K-2997		After a new library installation, EMB LEDs are amber.	The EMB may have a bad power connection. Contact Service for proper EMB cabling and connection.
I6K-3000		LTO-9 calibration job skips inaccessible media and completes, but drive has move response error for an illegal request.	Vary the drive on and off.
I6K-3012		Library fails to become ready after a firmware upgrade.	<p>Do one or more of the following:</p> <ol style="list-style-type: none"> 1. Open/close door and enable robotics. 2. Perform a library restart. 3. Pull and re-seat drives that do not become ready. 4. Pull and re-seat drives that become ready.
I6K-3080	811063	After an installation, control module (CM) slots do not appear on the WebGUI but expansion module (EM) slots do. The LUI displays both EM and CM slots correctly.	Do not have a mix of drive and storage magazines within the bottom drive bay. Populate module drive bays from the bottom up. Do not support storage magazines in the bottom drive bay configuration.
I6K-3136		WebGUI Drives page cannot be opened by admin when another admin is retrieving a drive log.	Wait until drive log retrieval is completed by other admin.
I6K-3187	845023 858100	SNMP trap test button is disabled.	This feature is not currently supported by the library.

Change Request Number	Service Request Number	Description	Workaround
I6K-3217		Drive requiring cleaning generates a Tape Alert 20 ticket instead of a RAS ticket.	Disregard tape alert.
I6K-3254		No RAS ticket generates when a partition is configured for manual cleaning and the library reports that a drive cleaning is required.	Use Web Services API to review cleaning status.
I6K-3263	721940	Drives appear to reboot during library reset.	Root cause has not been determined
I6K-3271	00865984	Library issues requires reboots.	Root cause has not been determined.
WUI-1071		Control Path Configuration - Unable to add additional SAS drives after initial Multi-Path configuration.	Remove current Multi-Path configuration. Create new Multi-Path configuration and add SAS drives.
WUI-1273		Drive/Media Issue Timeline does not show all data for selected time frame.	Select larger time frame.
WUI-1389		When selecting both robots for a Library Get/Put Test, only a single scratch tape location is requested by the library and the right robot does not move.	Do not select both robots for a Library Get/Put Test.
WUI-1493		Syslog and Encryption KMIP modal windows in WebGUI does not show 11th row after adding 10 rows.	Only up to 10 entry rows are currently supported. Ignore any additional entry rows.
WUI-1725		Cannot create a new partition using the old name of modified partition.	Do not reuse a partition name that existed and was modified or changed to a different partition name.
WUI-1729		Apply button is incorrectly available with XIE slot in Partition > Resources dialog box.	Ignore that Apply button is enabled if selections are made and undone.
WUI-1730		Large media count unable to display in the WebGUI	Selecting large number numbers of media (< 1000 - 12,000) in the WebGUI may take the library up to 20 minutes to update media data.
WUI-1732		Library does not enable the Calibration button when an LTO-9 tape without media identifier is selected.	Make sure all media has LTO-9 media identifiers as part of barcode label.

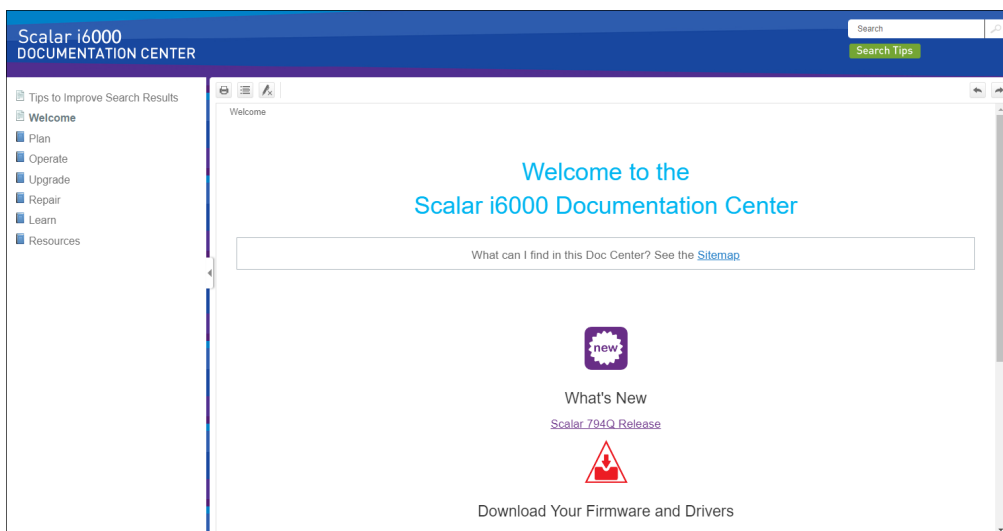
Change Request Number	Service Request Number	Description	Workaround
WUI-1739		Unable to display large media count on WebGUI.	Selecting large number numbers of media (< 1000 - 12,000) in the WebGUI may take up to
WUI-2217	850602	WebGUI does not allow the application GKLM certificate.	Root cause has not been determined.
WUI-2335		EDLM full scan test shows conflicting completion times (20/25).	Actual completion time is 25 hours.

Documentation

All Scalar i6000 documentation is available at the Scalar i6000 Documentation Center:
www.quantum.com/Scalari6kDocs

Scalar i6000 documentation includes:

- Site Planning Guide
- Operation Guides
- Repair and Upgrade Guides
- Reference Guides (Web Services, SCSI, SNMP)



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 21](#)
- [Contact Quantum Sales on page 21](#)

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.

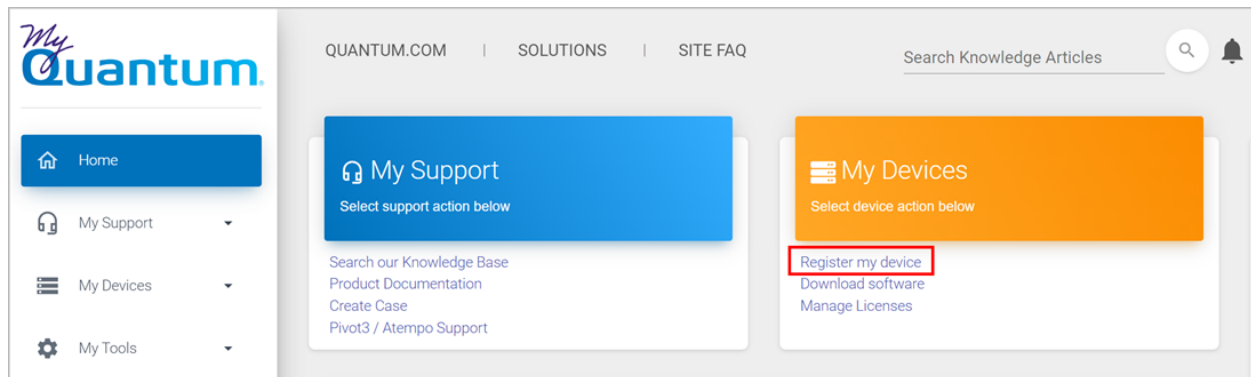
i Note: You can also access other Support related services.

- 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/>