

Scalar i6000

Release Notes 850Q.GS09700

Product/Software Release Date	August 2026
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About This Release

The Scalar i6000 850Q.GS09700 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. Fixes include:

- New tape lock duration feature (Partition Media Access).
- LTO-10 drive firmware updated (T3S2).
- LTO-9 drive firmware updated (T3Q0).
- To view all bug fixes and enhancements, see [Resolved Issues on page 8](#)

Important Information - R/W Audits

Due to a known issue in the current IBM LTO drive firmware, Quantum recommends that you do not enable the R/W Audit policy or initiate drive R/W Audit tests in this release of library firmware. Due to this known drive firmware issue, R/W Audits may return incorrect results and generate incorrect RAS tickets.

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
	SSH	Disabled
Network > Connectivity	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 : 10.12.0 (#184) 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 Drive Types	Latest Firmware Version
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	T3Q0 (Standard) ¹ T3Q0 (FIPS)
IBM LTO-9 (SAS) 12 Gb	T3Q0 (Standard) ¹ T3Q0 (FIPS)
IBM LTO-10 (FC) (FH) 32 Gb	T3S2 (Standard) ¹ T3S2 (FIPS)
IBM LTO-10 (SAS) (FH) 12 Gb	T3S2 (Standard) ¹ T3S2 (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 850Q.GS09700 firmware resolved the following issues (bug fixes).

Change Request Number	Service Request Number	Description	Resolution
I6K-2559	688460 688465 859224 862996	Control Path configured drives lose host connectivity.	Fixed.
I6K-2853	868875 868935	Varied on drive generates RAS ticket for a drive vary on comment.	Fixed.
I6K-2862 I6K-3350		Drive firmware upload now accepts firmware name using "SSP" in addition to 'SAS' in the file name.	Enhancement.
I6K-3160 I6K-3274 I6K-3340		Tape lock duration feature (Partitions > Media Access) added.	Enhancement.
I6K-3165	830504	Race condition causes partition access issue.	Fixed.
I6K-3166		New drive R/W audit test added to Drive Test dialog box.	Enhancement.
I6K-3172	837765	Library attempts to eject LTO-9 tapes prematurely during media calibration.	Fixed.
I6K-3180	83384 0083537 0084910	SNMPv3 now supports admin and user account access.	Enhancement.
I6K-3181	842625	Control module power failover issues.	Fixed.
I6K-3217 I6K-3254		No RAS ticket generates when a partition is configured for manual cleaning and the library reports that a drive cleaning is required.	Fixed.

Change Request Number	Service Request Number	Description	Resolution
I6K-3257 I6K-2936		CM page 183 support added to allow evaluation of LTO-9 media calibration results.	Enhancement.
I6K-3271	00865984	Library encounters a race condition that requires a reboot.	Fixed.
I6K-3272 I6K-3296		New Media Block Canceled RAS ticket.	Enhancement.
I6K-3288		The Save Configuration icon on the WebGUI header does not indicate that configuration needs to be saved.	Fixed.
I6K-3291		RAS ticket improvements to enhance wording for media related tape alerts and provide more drive sled information.	Enhancement.
I6K-3294		Access restrictions for GET /aml/system/configurationChanges/report now allows User and Service roles to view, save, and send the Library Configuration Change report	Enhancement.
I6K-3297	869706	MCB firmware reboot causes drive communication issues.	Fixed.
I6K-3299 I6K-3351		LTO-10 FC tape drives support Auto/8/16/32 Gb/sec speed configurations.	Enhancement.
I6K-3311	871032	Export to Active Vault causes MCB firmware reboot.	Fixed.
I6K-3330		Updated LTO-9 drive firmware (T3Q0)	Enhancement.
I6K-3342	854250	Media calibration status updated to "Already Calibrated" in WebGUI after media calibration fails.	Fixed.
I6K-3347	00867963	Firmware update causes power failures and WebGUI hangs on the MCB.	Fixed.
I6K-3348	875927	Library startup delays caused by faulty HDEM scanners.	Fixed.
I6K-3352 I6K-1888	00867963	New RAS ticket created for Library Power Control (LPC) power fuse failures.	Enhancement.
I6K-3375		Updated LTO-10 drive firmware (T3S2).	Enhancement.

Change Request Number	Service Request Number	Description	Resolution
I6K-3368 I6K-3369 I6K-3391		New drive R/W audit test added to LUI drive menu.	Enhancement.
I6K-3371 I6K-3372 I6K-3394		New RAS ticket created when all media in a standard partition is logically blocked.	Enhancement.
I6K-3376	878568	Robot calibration and readiness issues in library occur after installing LTO-10 drives.	Fixed.
I6K-3377	869706	Repeated system reboots associated with media import operations cause library hang issues.	Fixed.
I6K-3397	0878756	Web Services reports that the Drive Media Cleaning report increases the cleaning use count by 2 after each cleaning operation.	Fixed.
I6K-3406		Conflicts between regular and extended I/E slot addresses prevented move operations in a partition.	Fixed.
I6K-3412	881104	EDLM Sessions display issues in WebGUI.	Fixed.
WUI-2335		EDLM full scan test shows conflicting completion times (20/25).	Fixed.
WUI-2402	877324 878019 876026	Cleaning Import Media dialog box in WebGUI does not display eligible cleaning media.	Fixed.

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 are used when selecting left or right robot only for a robot scanning diagnostic test.	Before running the diagnostic test, vary off the robot not being used for the 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 Firmware Failure RAS ticket reported.	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. At an opportune time, initiate a library reset operation. Note that the reset does not interfere with I/O or drive operations.
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.	This occurs when the physical storage and drive configuration changes where the LUI is able to show the configuration change but the WebGUI cannot. 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. See I6K-1267 above.

Change Request Number	Service Request Number	Description	Workaround
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.
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 WebGUI and LUI selections after the library reboots with an open door.	Close the door and then enable robotics.  Note: Any time the library boots and is not able to become ready, you need to solve the root cause why robotics cannot initialize before the WebGUI and LUI supports selections.
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: 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 the tape is then inserted into an I/E slot.	Before inserting the tape into an I/E slot, the drive location needs to be inventoried.

Change Request Number	Service Request Number	Description	Workaround
I6K-1999		Duplicate drive serial numbers in library, causing one drive to be inactive.	Remove the drive that is being moved to a different location from the current partition configuration. Next, vary off the drive and move it to a new location.
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 drive removal.
I6K-2830		Drive link status may be down upon library boot after library reset.	Disregard status during library reset as the library firmware has not established current drive status yet. Drive are operational during a reset.
I6K-2354		LUI allows a user to enable MFA and Access Restrictions.	Library will only allow MFA and Access Restrictions to be disabled. Even if an attempt to enable occurs, the library will not allow the setting changes to occur.
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.	If the drive is FCB attached, contact service for possible EEB or EMB connections.
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.	First, install the required library firmware to the MCB. Then perform a "Reinstall Current" firmware

Change Request Number	Service Request Number	Description	Workaround
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-2563	691593	A conflicting media location occurs between different Web Services API calls.	In the (unlikely) event a mismatch of media location is detected, do the following: a. Stop library control and issue a POST aml/system/software/restartLMC, or b. 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 I6K-2727		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.

Change Request Number	Service Request Number	Description	Workaround
I6K-2835		LUI 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 storage slot resources removed from a partition.	Contact Quantum Service for assistance with correcting and updating COD counts.
I6K-2872		Drive becomes stuck when unloading media.	Vary the drive off and on. Once the drive is varied back on, attempt to unload the media again. If the drive remains stuck when unloading, contact Quantum Service.
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	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. Some management functions such as Drive Firmware leveling will not be available immediately. This condition will self recover within 24 hours, usually faster.
I6K-2916		Loading media to an available drive causes an error dialog to occur.	If you encounter 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. Then vary the drive off and on.
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.

Change Request Number	Service Request Number	Description	Workaround
I6K-2947		LTO-8 drives do not come online.	Do the following: 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.
I6K-2994	0754807	After a new library installation, the power supply status is missing in the WebGUI.	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. If the frame contains an EMB with a blinking amber LED, contact service for an EMB cabling connection analysis. For all other cases, schedule a library shutdown and reseal the PS(s) to assure secure PS insertion, then restart the library.
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 completes and skips inaccessible media but blames drive for Move response of Illegal request.	Make sure the drive is no longer performing LTO-9 calibration operations, then vary the drive on and off.
I6K-3012		Library fails to become ready after a firmware upgrade.	Do one or more of the following: 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.

Change Request Number	Service Request Number	Description	Workaround
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-3135	813228	GEO address mismatch causing communication failures and erroneous RAS tickets on the library, with ongoing analysis and partial resolution steps.	If a System GEO Address Mismatch RAS ticket occurs, additional RAS tickets should be ignored and closed until the primary GEO address issue is solved and the system reboots correctly.
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.
I6K-3198	849603	Library reports are only collecting 7 days worth of data when 14 days were requested.	There is currently no workaround.
I6K-3255		Invalid cleaning tape remains in drive for over 10 minutes before dismount operation occurs.	Assure that configured cleaning tapes are true cleaning tapes. It currently takes 11 minutes for code to detect the tape is invalid, and such a delay may cause other move requests to time out.
I6K-3263 I6K-3329	721940	Drives appear to reboot during library reset.	Root cause has not been determined
I6K-3270	866932	Unable to configure Advanced Path Failover on all drives.	This issue occurred due to a drive encryption configuration issue. Disable the LME for the partitions and vary off the suspected drives. Enable APF for the drives and vary on the drives. Next, enable LME for the partitions.
I6K-3331	872068	Partition control path drive is reporting the WWN of another drive.	No root cause identified. Contact Quantum Service.
I6K-3364	00867963	WebGUI hangs for hours after performing a "Reinstall Current" firmware update.	Library could not become ready due to a blown LPC fuse. First, address the root cause ticket information to allow robotics to become ready again.

Change Request Number	Service Request Number	Description	Workaround
I6K-3398	879651	EDLM operation timeout occurs on drive during scan.	If RAS ticket resolutions do not fix the issue, contact Quantum Service.
I6K-3403		The library LUI provides buttons for Replace / Vary Off and Activate / Vary On. The WebGUI uses Remove/Vary Off and Replace/Vary On.	Disregard Replace, Remove, and Activate terminology. Vary on and vary off have the same functionality in both the WebGUI and LUI.
I6K-3411	881189	Drive communication failure brings Library down.	If the library does not become ready and a Drive Sled Communication Issue RAS ticket is reported, remove the identified drive and restart the library. If this issue does not resolve, contact Quantum Service.
WUI-1071		Control Path Configuration - Unable to add additional SAS drives after initial Multi-Path configuration.	Remove current Multi-Path configuration. Next, select all drives for which the Multi-Path configuration should be enabled.
WUI-1273		Drive/Media Issue Timeline does not show all data for selected time frame.	Select a larger time frame.
WUI-1283		Both network and USB operations refer to restore.	This is a terminology issue only. The network specific operation should be "Restore" and the USB operation should be "Recover".
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 the 11th row after adding 10 rows.	Only up to 10 entry rows are currently supported. Ignore any additional entry rows.
WUI-1709		Drive connection details do not show the actual port configuration, but show requested drive settings	Check the switch or host information to determine actual connection speed or topology
WUI-1729		Apply button is incorrectly available with XIE slot in Partition > Resources dialog box even if no changes are made.	Ignore that Apply button is enabled if selections are made and undone.

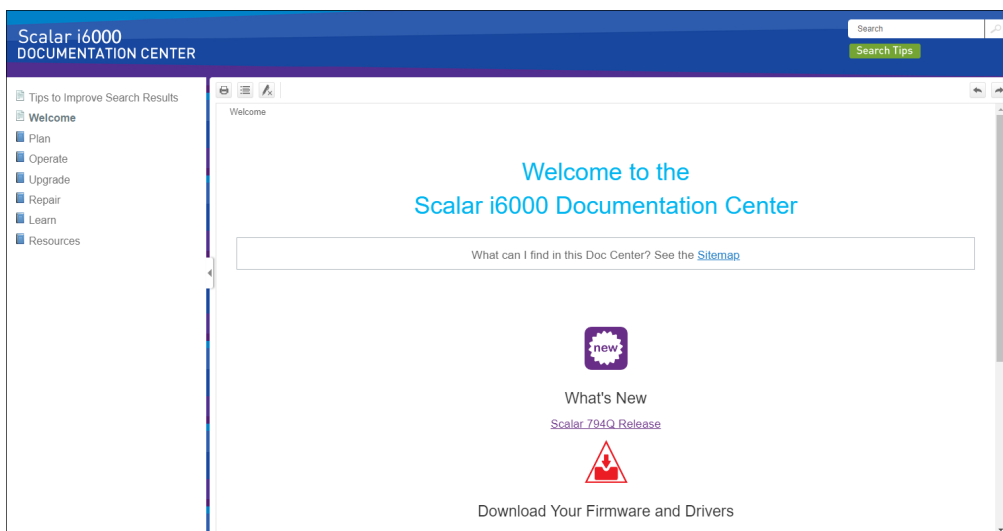
Change Request Number	Service Request Number	Description	Workaround
WUI-1730		Large media counts cannot be displayed in the WebGUI.	Selecting large numbers of media (< 1000 - 12,000) in the WebGUI may take the library up to 20 minutes to update media data.
WUI-1732		Library does not enable the Calibration 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.
WUI-1849		Library humidity and temperature min/max values do not update when using the slider.	Enter the updated range in Min (%) and Max (%) fields. Select Apply to update the range.
WUI-2217	850602	WebGUI does not allow the application of a GSKLM certificate.	Root cause has not been determined.
WUI-2411		The Read/Write Performance Test in the drive Test dialog box is currently not supported.	Issue will be resolved once newer tape drive firmware provides reliable test results.

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.

- [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](#)).

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

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

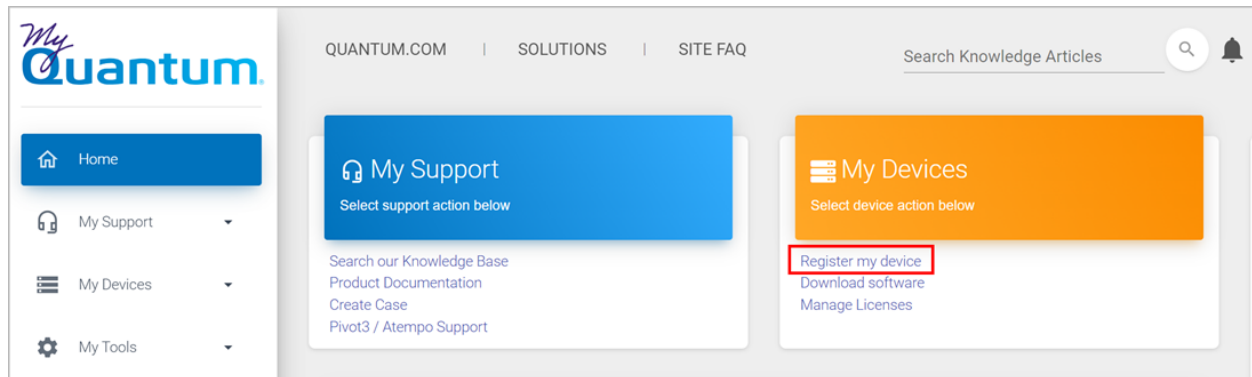
i Note: You can also access other Support related services.

- 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](https://www.quantum.com/en/service-support/resources/escalation/) 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/>