

Scalar i3, i6, and i6H Release Notes 341G.GS008

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About This Release

The Scalar 341G.GS008 release is a feature and maintenance release 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 i3, i6, and i6H libraries. Enhancements in this library include:

- Library drive firmware updates.
- Database migration issue during firmware updates fixed.
- LTO-10 drive support for Gen 1 robots.
- To view all bug fixes and enhancements, see [Resolved Issues on page 10](#)

General Information

- The i3, i6, and i6H library WebGUI application requires that the browser cache be cleared and the application re-loaded to ensure that all new functionality is implemented.
- Some snapshots, logs or RAS tickets are as large as 12 MBs. If you have automated notifications configured for RAS tickets and logs you may not receive them if your email does not allow attachments of this size.
- 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.
- Any application or browser connecting over https must support TLS v1.2 or higher.
- 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

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

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**.

After a library firmware upgrade, Quantum recommends that you clear your web browser cache before logging back into the WebGUI.

Library Default Settings

Scalar i3, i6, and i6H 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
User Access > Settings	Local User Interface (LUI) Access	Open Access
	Admin/User Access: Session Timeout	15 minutes
	Services Access: Enable Remote Access	Disabled
	Enable Local Service Port Login: Access Window	Indefinite
Notifications > RAS Tickets	Enable RAS Tickets	Enabled
	Severity	All options Enabled

WebGUI Path	Option	Default Setting
Notifications > Reports	Scalar Telemetrics	Once you have an email server configured, telemetrics is enabled for monthly automatic emails. To disable, click the Trash icon.
Library > IE Area	I/E Slots	0 (zero)
Library > Settings	Operational Parameters: Automatic Inventory	Enabled
	Operational Parameters: Library Assisted Drive Unload	Disabled
	Operational Parameters: Logical Drive Serial Number Addressing	Enabled
	Operational Parameters: Logical System Addressing	Disabled
	IE Assignment Mode: Local UI Assignment	Enabled
System > Network	Connectivity / SSH	Disabled
System > Notifications	Email Reports / Auto Support	Enabled
System > Settings	Library-Initiated Website Access	Enabled

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

The following table provides the encryption key management drive support.

Full-Height Drives

Encryption Option	IBM LTO-6 (FH)	IBM LTO-7 (FH)	IBM LTO-8 (FH)	IBM LTO-9 (FH)	IBM LTO-10 (FH)
Application Managed Encryption	Supported	Supported	Supported	Supported	Supported
SKM	Requires SKM License				
IBM SKLM (KMIP) ²	Requires EKM License				
KMIP Key Manager ¹	Requires EKM License				

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

2. Applies to IBM SKLM and GKLM key server communication using the KMIP communication protocol.

Half-Height Drives

Encryption Option	IBM LTO-6 (HH)	IBM LTO-7 (HH)	IBM LTO-8 (HH)	IBM LTO-9 (HH)
Application Managed Encryption	Supported	Supported	Supported	Supported
SKM	Requires SKM License	Requires SKM License	Requires SKM License	Requires SKM License
IBM SKLM (KMIP) ²	Requires EKM License	Requires EKM License	Requires EKM License	Requires EKM License
KMIP Key Manager ¹	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 IBM SKLM and GKLM key server communication using the KMIP communication protocol.

Web Browser Support

The Scalar i3, i6, and i6H 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.

Firmware Compatibility

For the most up-to-date information on the latest qualified library and drive firmware, please visit:

Scalar i3 Firmware

<https://www.quantum.com/en/service-support/downloads-and-firmware/si3/>

Scalar i6 Firmware

<https://www.quantum.com/en/service-support/downloads-and-firmware/si6/>

Drive Firmware

Scalar i3 Drives

SAS Half High (HH) Drive Types	Latest Firmware Version
IBM LTO-6 (SAS) (HH) 6 Gb	KAJ9 ¹
IBM LTO-7 (SAS) (HH) 6 Gb	S2T5 ¹
IBM LTO-8 (SAS) (HH) 6 Gb	S2T5 ¹
IBM LTO-9 (SAS) (HH) 12 Gb	S2S1 ¹

¹ Bundled with library firmware.

FC Half High (HH) Drive Types	Latest Firmware Version
IBM LTO-6 (FC) (HH) 8 Gb	KAJ9 (Standard) ¹ KAJ9 (FIPS)
IBM LTO-7 (FC) (HH) 8 Gb	S2T5 (Standard) ¹ S2T5 (FIPS)
IBM LTO-8 (FC) (HH) 8 Gb	S2T5 (Standard) ¹ S2T5 (FIPS)
IBM LTO-9 (FC) (HH) 8 Gb	S2S1 (Standard) ¹ S2S1 (FIPS)

¹ Bundled with library firmware.

Scalar i6 Drives

FC Full High (FH) Drive Types	Latest Firmware Version
IBM LTO-6 (FC) (FH) 8 Gb	KAJ8 (Standard) ¹ KAJ8 (FIPS)
IBM LTO-7 (FC) (FH) 8 Gb	S2T4 (Standard) ¹ S2T4 (FIPS)
IBM LTO-8 (FC) (FH) 8 Gb	S2T4 (Standard) ¹ S2T4 (FIPS)
IBM LTO-9 (FC) (FH) 8 Gb	S2S0 (Standard) ¹ S2S0 (FIPS)
IBM LTO-9 (SAS) (FH) 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.

Scalar i6H Drives

FC Full High (FH) Drive Types	Latest Firmware Version
IBM LTO-7 (FC) (FH) 8 Gb	S2T4 (Standard) ¹ S2T4 (FIPS)
IBM LTO-8 (FC) (FH) 8 Gb	S2T4 (Standard) ¹ S2T4 (FIPS)
IBM LTO-9 (FC) (FH) 8 Gb	S2S0 (Standard) ¹ S2S0 (FIPS)
IBM LTO-9 (SAS) (FH) 12 Gb	S2S0 (Standard) ¹ S2S0 (FIPS)

FC Full High (FH) Drive Types	Latest Firmware Version
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.

The latest tape driver versions are located at:

Scalar i3

<https://www.quantum.com/en/service-support/downloads-and-firmware/si3/>

Scalar i6

<https://www.quantum.com/en/service-support/downloads-and-firmware/si6/>

Resolved Issues

This release of i3, i6, and i6H 341G.GS008 firmware resolved the following issues (bug fixes).

Change Request Number	Customer Case Number	Description	Resolution
SQ-4022		Support added to collect page 0x183 data when LTO-9 media is calibrated. This will allow evaluation of LTO-9 media calibration results.	Enhancement.
SQ-4048		Database migration takes hours to complete during library firmware upgrade.	Fixed.
SQ-4067		Library drive firmware updates.	Enhancement.
SQ-4073		EKM key issue during KMIP encryption.	Fixed.
SQ-4076		LTO-10 support for Gen 1 robots.	Enhancement.

Known Issues

This release of i3, i6, and i6H 341G.GS008 firmware has the following known issues:

Change Request Number	Description	Workaround
SQ-1193	Manual drive cleaning fails when I/E station is open and closed while cleaning is in process.	Close error and repeat manual drive cleaning.
SQ-1531	Humidity and temperature differences occur between the library temperature and humidity sensors and additional sensors outside of the library.	<p>Library temperature and humidity readings may be different than additional temperature and humidity readings within a data center. Temperature and humidity sensors provide status for temperature readings and approximations internal to the library enclosure.</p> <p>External air outside is heated up inside the library enclosure due to numerous factors, such as the frequency of robotic operations and the number of drives and drive operations. This can warm the air by about 2°C to 6°C within the library enclosure.</p>
SQ-1585	Drive sled connectivity issues generate RAS ticket ET085 (Drive Sled Connection Problem).	There is no workaround, but the occurrence of this error will be greatly reduced in the latest 320 library firmware release.
SQ-1733	<p>A syslog resource with an invalid name is created when DNS is configured. When running a test command, the response is <i>500, The syslog server test failed.</i></p> <p>This can be incorrectly interpreted that the test started but was not finished successfully, when the issue is that the host does not exist.</p>	Make sure the configured syslog server can be reached with DNS identification.

Change Request Number	Description	Workaround
SQ-2711	Attempting to upgrade library firmware to a newer firmware version from the "Firmware from Quantum Website" upload option under System > Library Firmware fails.	Download the firmware to your local computer and use the "Firmware from Local Computer" upload option.
SQ-3163	If the "Automatic Install on Next Reboot" library firmware upgrade option is selected, the "Roll back to firmware/firmware version" radio button does not display the previous version of library firmware after the firmware upgrade is complete.	Previous versions of library firmware can be uploaded to the library using the "Firmware from Local Computer" upgrade option.
SQ-3322	WebGUI issues occur when using browser tabs to sign in as two different users in the same browser.	Do not sign on as two different users within the same browser. You MUST sign off in order to log in as a different user; or use a different browser.
SQ-3324	Drive link status may be down upon library boot after library reset.	Disregard status. Drive are operational during a reset.
SQ-3487	A LTO-9 tape from an air gap magazine slot is logically blocked after being calibrated.	Unblock media tape in air gap magazine.
SQ-3588	Drive status of a drive performing LTO-9 calibration operations displays "Good" instead of "Calibrating".	Drive status should change to "Calibrating" after 30 seconds of calibration operations.
SQ-3742	Performance Summary window in the Drive WebGUI topic fails to display data for Read/Write or Mount Counts until the tape is unloaded.	Drive performance data applies to any operations having completed and dismounted from drives. The data does not include data currently in progress by mounted drives.
SQ-3752	Cleaning Window dialog box Use Count value does not match value seen in Drive Cleaning report.	The Drive Cleaning report contains the accurate use count value.
SQ-3827	When attempting to enable the PIN Required option in User Access Settings dialog with a previously used PIN, an error occurs that states "Unable to update password. Previous password can not be used".	Enter a PIN number that is different from the previously used PIN number.
SQ-3876	Air gap "Sequester on Full" tape count field is not reset back to the default number of tape slots in a magazine when it is removed from a partition.	Manually reset the tape count to the default value.

Known Issues

Change Request Number	Description	Workaround
WUI-1273	Drive/Media Issue Timeline does not show all data for selected time frame.	Select larger time frame.
WUI-1493	System > Syslog and Encryption > KMIP Key Manager modal windows display 11th row.	Disregard 11th row. Only 10 servers (10 row entries) are allowed.
WUI-1709	Drive connection details do not show the actual port configuration, but show requested drive settings.	Check switch or host information to determine actual connection speed or topology.
WUI-1807	After library is reset to factory default, the WebGUI displays an unknown product error message.	If you receive this error, refresh the WebGUI page and re-install current code.
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-2006	LDAP - Enable Kerberos does not occur if the Kerberos configuration was previously enabled and disabled.	Disable and re-enable LDAP.

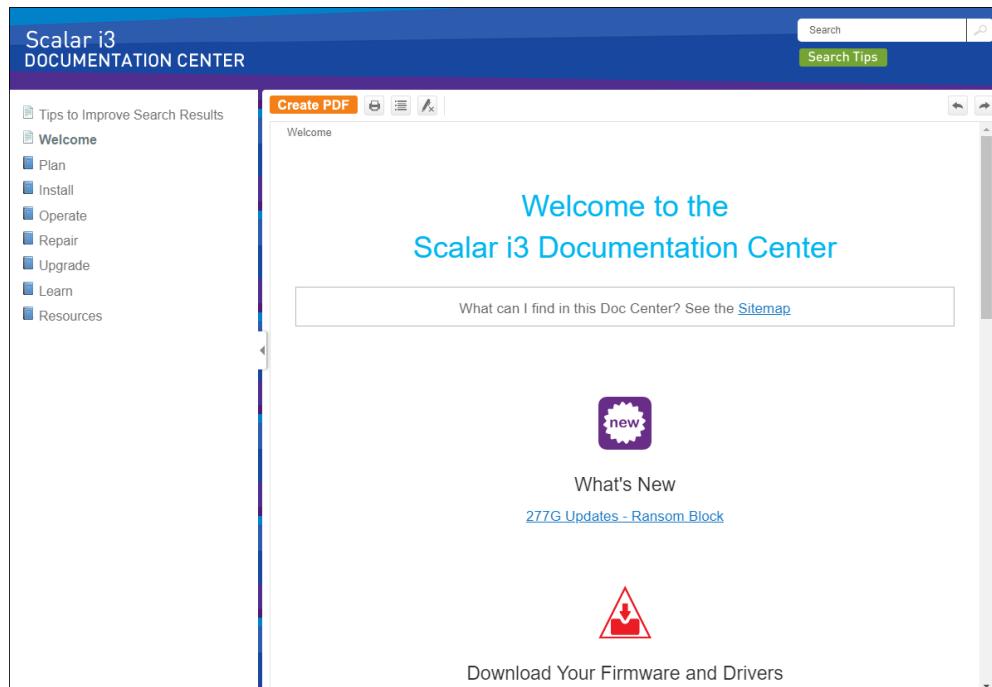
Documentation

Scalar i3 Documentation

All Scalar i3 documentation is available at the Scalar i3 Documentation Center:
www.quantum.com/Scalari3Docs

Scalar i3 documentation includes:

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

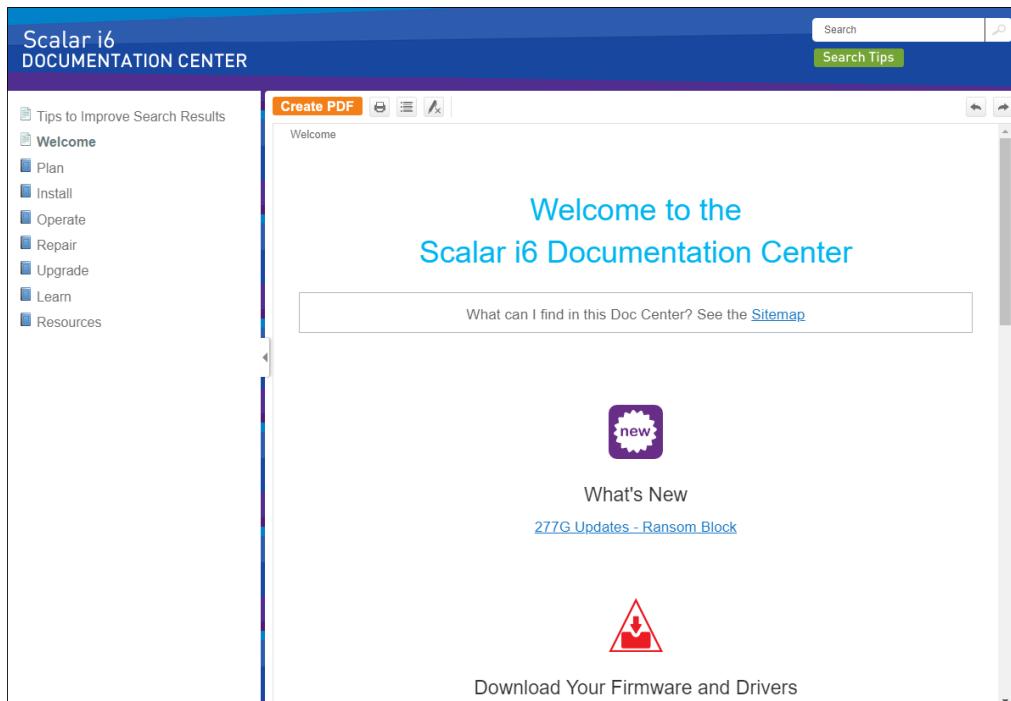


Scalar i6 Documentation

All Scalar i6 documentation is available at the Scalar i6 Documentation Center:
www.quantum.com/Scalari6Docs

Scalar i6 documentation includes:

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



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 18](#)
- [Contact Quantum Sales on page 18](#)

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/>.

 **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](#)).

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

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

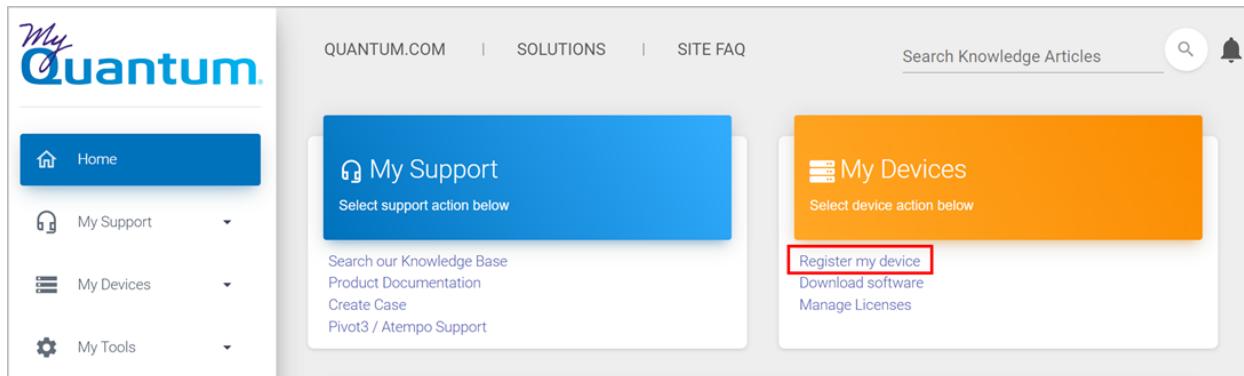
 **Note:** You can also access other Support related services.

- 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/>