

IBM Drive Firmware Release Notes

Release	S2T0 (FH) S2T1 (HH)
Supported Product	IBM Gen 8 FH and HH Drives
Date	August 2025

Overview

IBM has released firmware update S2T0 (Full Height) and S2T1 (Half Height). This firmware affects all Gen 8 Full Height (FH) and Half Height (HH) 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 Q3A0 code and HH Q3A1 code follow:

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Fixes That Affect All Drives

Issue
Fix ERP
Fix PES error after power down mode
Prevent early wrap turns
Commands with unsupported CDB fields sent to invalid LUNs may return incorrect data
Fix unload hang during cartridge initialization
Fix timeout when ERP Occurs during write delay flush
Fix load hang during MTR
Fix timeout at EOD
Improve MTR time
Fix cartridge ejection after 2E01
Improve perm logging
Improve HH ERP
Fix drive hang after 2E1B
Fix read ERP
Fix minimum medium for use proportion calculation
Fix Write failure (FSC 5023)
Fix drive reset that occurs at partition change
Fix 2C30 (write protect) with uninitialized WORM
Increase tape map buffer for servo logging
Fix Write command timeout during Fast Sync writing
Fix drive panic during ERP calibration
Fix reporting FSC 7000 during write operation
Report temp error if encountering ERP at EOW
Fix Write command timeout during Fast Sync writing
Fix reusing segments with missing filemarks
Improve lateral position recovery
Fix calling CM-less tape as refurbished
Fix writing bad FID dataset
ERP improvements

Issue
Fix drive hang during write operation
Fix timeout when writing from FID

Functional Change Requests

Issue	Description
Add new MAM attribute (0C00h) to report EOL validity per partition	
Support new modepage and diagnostic to screen writes	

Fixes That Affect Only Certain Drives

FH Drives

Issue
Made improvements to mitigate LPOS acquire error

Library Drives

Issue
Library set drive serial number in LP14h:0041h may have two invalid trailing bytes
Fix 7250 when host connection is terminated by tape library

FC Drives

Issue
Resolve very small SRR race where FC interface may hang

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 6](#)
- [Contact Quantum Sales on page 6](#)

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.

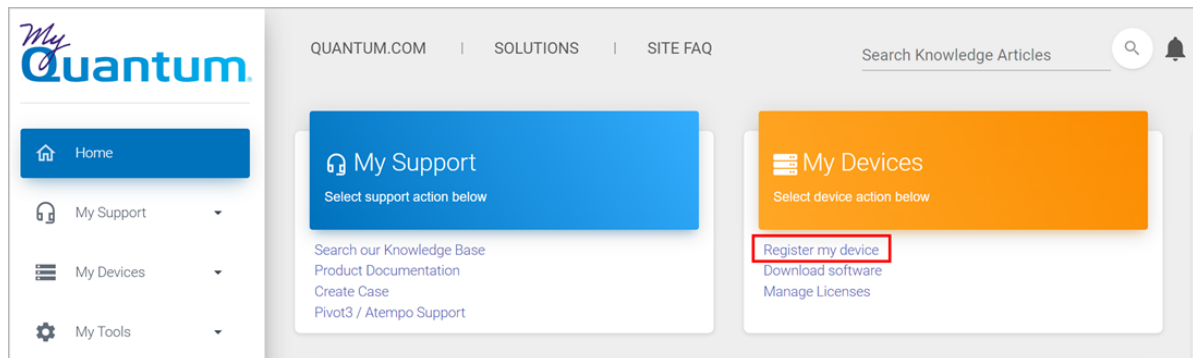
 **Note:** You can also access other Support related services.

- 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/>