

Product Alert 59

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Product

Scalar i6000

Summary

IBM is producing newly built LTO drives where the drive's MAC address range has changed. This MAC address range is not recognized in the current Scalar i6000 firmware.

Affected Systems and Versions

Scalar i6000, firmware versions 796Q and below.

Problem Description

IBM changed the MAC address sequence on ALL LTO drives built at their factory. They exhausted their MAC address range and defined a new range to be used going forward. Quantum i6000 FIRMWARE uses the IBM MAC address for vendor verification. Beginning June 23, 2022, LTO 7, 8, and 9 tape drives shipping to Quantum customers will not be correctly recognized by the Scalar i6000 if the drive has a newly defined MAC address range.

Symptoms

If an LTO 7, 8, and/or 9 tape drive was added or replaced after June 23, 2022 the library reports an Internal Drive Network Connectivity Problem RAS ticket (09_09_18) that affects the following operations:

- Drive dump collection.
- Tape drive firmware loading/leveling.
- Partition control path command and response.
- Library managed encryption key exchanges in FIPS mode.

Solution

Install the mandatory Scalar i6000 firmware update 798Q or higher. This customer installable code is posted on <https://www.quantum.com/en/service-support/downloads-and-firmware/s6k/>.

Note, there is a planned Scalar i6000 firmware maintenance release (800Q), scheduled to be available in mid-July, that contains the MAC address fix.

If needed, contact [Quantum Support](#) for assistance to guide you through the required software update.