

## Product Alert 178

6-00960-178, July 2024

### Product

All LTO9-HH (Half Height) Drives with FW R3G1

### Summary

IBM released LTO-9 Drive FW R3G1 to optimize tension control. This can cause higher error counts and tape alerts. IBM is pulling back this drive FW and requesting customers to downgrade to FW Q9E1

### Affected Systems and Versions

- Automation products with LTO-9 HH Drives with FW R3G1

### Problem Description

In the R3G1 LTO9-HH code version, IBM introduced the following change:

Modify tension limit to help LTO9-HH in cold/dry environments

This change was intended to address errors seen where the drive needs to use the lowest tension and introduced a reduction in the lower tension limit.

### Symptoms

IBM have since indicated that they have seen a new set of problems with this code – The drive is seen reporting 0x2E13 (TA 4 and TA 56), 0x2E12 (TA 4 and TA 55) and 0x7875 (TA 3, TA 4). These issues have always been seen, however, they are more common with the R3G1 code. It is also possible that other error codes will be seen.

### Solution

If any problems are seen with an LTO9-HH drive running R3G1, do not replace the drive. Downgrade it to Q9E1 and monitor operation from there.