



Quantum Scalar i6000 Release Notes

Product	Scalar i6000
Firmware Version	815Q.GS08400
Date	October 2023

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About This Release

The Scalar i6000 815Q.GS08400 release is a feature and maintenance release for Scalar i6000 libraries.

What's New in this Release?

This release supports the Scalar i6000 library. Enhancements in this library include:

- LTO-9 calibration support.
- Ethernet Management Blade (EMB) support.
- New drive firmware for LTO-7 (Q386), LTO-8 (Q386), and LTO-9 (Q3F8) drives.
- Bug fixes (see [Resolved Issues on page 8](#)).

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

i 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 Telemetry 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
Network > Connectivity	SSH	Disabled
	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

WebGUI Path	Option	Default Setting
	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 10.5.1 (#8) 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 type 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
Application Managed Encryption	Yes	Yes	Yes	Yes	Yes	Yes
Q-EKM	Requires EKM License	Requires EKM License	Requires EKM License	No	No	No

Encryption Options	IBM LTO-4	IBM LTO-5	IBM LTO-6	IBM LTO-7	IBM LTO-8	IBM LTO-9
TKLM/SKLM ²	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
KMIP Key Manager ¹	No	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.

2. Applies to TKLM/SKLM and SGKLM (GKLM) for IPP communication protocol only.

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	Version 114 and above.
Mozilla Firefox	Version 55 and above.
Apple Safari	Recommend latest version.
Microsoft Edge	Recommend using Edge version 79 or greater, using the Chromium engine. This resolves issues of slowness found in the older versions of Edge.

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 LTO-7 (FC) 8 Gb	Q386 (Standard) ¹ Q386 (FIPS)
IBM LTO-8 (FC) 8 Gb	Q386 (Standard) ¹ Q386(FIPS)
IBM LTO-9 (FC) 8 Gb	Q3F8 ¹
IBM LTO-9 (SAS) 12 Gb	Q3F8 ¹

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 815Q.GS08400 firmware resolved the following issues (bug fixes).

Change Request Number	Service Request Number	Description	Resolution
I6K-71	0501060	Media encryption status is not known on media mount.	Fixed.
I6K-109	0511745	Encryption key retrieval timeout generates incorrect drive sled RAS ticket.	Fixed.
I6K-854	561376	Confusing IVT error message when test robot and scratch tape is missing.	Fixed.
I6K-1105		Second attempt to use Firmware Download Manager (FDM) on a library after a previously failed FDM attempt returns previous old robot status of 6 if status is asked too soon.	Fixed.
I6K-1299		Scanner check issues with varied off removed drives.	Fixed.
I6K-1563	3566325 602569	AMP withdrawal moves tapes to empty slots referenced by mounted drives as home slots.	Fixed.
I6K-1849		LTO-9 tape calibration feature added to perform LTO-9 media calibration mounts.	Enhancement.
I6K-2077	676691 679694	GUI does not show correct known media encryption status.	Fixed.
I6K-2113		Tape alerts are not collecting drive logs.	Fixed.
I6K-2099			
I6K-2130		SSL cookie secure flag not set.	Fixed.
I6K-2131		HttpOnly cookie secure flag not set.	Fixed.
I6K-2161		Encrypted tape status shows as not encrypted. Drive encryption control outside specification tape alert occurs.	Fixed.
I6K-2176		EDLM Test report shows media is untested, but does not explain why the media is untested.	Fixed.
I6K-2180		RCU does not log drive information when drives are varied off.	Fixed.
I6K-2197	656607	Robot reports lost tape after health check.	Fixed.

Change Request Number	Service Request Number	Description	Resolution
I6K-2288	662994	NIST security update (CVE-2018-25032)	Enhancement.
I6K-2289	662994	OpenSSL security update (CVE-2022-0778)	Enhancement.
I6K-2298		Error occurs when setting a Control Path configuration in EDLM partitions.	Fixed.
I6K-2308		Library collected drive dumps appear to have half-height (HH) prefix, even though the drives are full-height (FH).	Fixed.
I6K-2311		Logical SN Addressing library parameter issues.	Fixed.
I6K-2353	0669639	SMTP allows port change but still uses default port.	Fixed.
I6K-2364		Web Services POST aml/users returns incorrect LDAP true/false request.	Fixed.
I6K-2370		North Panel and Information Panel in WebGUI do not display drive firmware level.	Fixed.
I6K-2372		Resolution enhancements made to RAS tickets related to GET/PUT operational and handling issues.	Enhancement.
I6K-2378		Robot scanner buffer overflows during library inventory and generated a RAS ticket.	Fixed.
I6K-2404		Library humidity and temperature sensor readings occasionally report zero.	Fixed.
I6K-2119			
I6K-2407		Drive cleaning operation does not work in LUI.	Fixed.
I6K-2408		Obstruction RAS tickets now include location (framer) where obstruction is encountered.	Enhancement.
I6K-2415		EDLM drives with encryption count toward the licensed number of drives for EKM.	Fixed.
I6K-2423	0511745	Encryption key retrieval timeout results in Drive Sled Problem RAS ticket.	Fixed.
I6K-2427		Robot remains in pending state after replacement.	Fixed.
I6K-2454		Enhancements made to tape alerts with error codes 0x7075, 0x7076, or 0x7077.	Enhancement.
I6K-2467	679077 733805	Drives disappear from partition while modifying storage locations.	Fixed.
I6K-2469		LTO-4 drives that support FCB connectivity show degraded drive status.	Fixed.
I6K-2478		Intermittent Stall RAS ticket now only occurs when robotics initialize or during IVT and FRU tests.	Enhancement.

Change Request Number	Service Request Number	Description	Resolution
I6K-2492 I6K-2570		Tower Motor Out of Spec RAS ticket issue now includes bad tower issue detection and resolution.	Enhancement.
I6K-2493		Tower scanner versions not correct in snapshot or vt logs.	Fixed.
I6K-2504		Robot pivot issue occurs due to concurrent condition.	Fixed.
I6K-2510	0685532	Media not shown in WebGUI media slot.	Fixed.
I6K-2512		Communication recovery issue occurs when robots stop communicating.	Fixed.
I6K-2521		Sled statistics issues.	Fixed.
I6K-2527		RCU fail and position issue causes robot to return tape to source.	Fixed.
I6K-2557		Cartridge Stranded RAS ticket occurs due to robot calibration issues.	Fixed.
I6K-2560		Aisle door safety circuit causes towers to stay down after library goes into a ready state.	Fixed.
I6K-2577		License key generation issues.	Fixed.
I6K-2592		Drives with degraded status after drive firmware upgrade or library reboot/reset.	Fixed.
I6K-2596		Robot goes into failed state when RCU attempts to reserve more aisle space than is allowed.	Fixed.
I6K-2604		Tower inventory issues after library firmware upgrade.	Fixed.
	0714035 715718 715719 722010 722600	Library > Media menu error occurs in WebGUI due to error message exceeding string length.	Fixed.
I6K-2608 I6k-2737	0713584	Library move command issues.	Fixed.
I6K-2628		IEX stations suddenly go offline.	Fixed.
I6K-2632		RAS ticket reporting issues.	Fixed.
I6K-2646	716065	RAS ticket generation does not occur for all Tape Alert 22 (Expired Cleaning Media) events.	Fixed.
I6K-2649	0716701	Obsolete password interface.	Fixed.

Change Request Number	Service Request Number	Description	Resolution
I6K-2657	717686	Failed CMB does not generate RAS ticket.	Fixed.
I6K-2665		RCU/SCSI task issue.	Fixed.
I6K-2666			
I6K-2675		Enhancements made to fail tower before tower drift causes wrong tower column to be presented during inventory.	Enhancement.
I6K-2681	719340	Media remains in drive after drive cleaning event.	Fixed.
I6K-2682		Drive status not reflecting lost RCU drive communication. Drive status determined by MCB connectivity check instead.	Fixed.
I6K-2688		RCU varies drive on when drive vary off is requested. Drive can no longer be varied off.	Fixed.
I6K-2687		MCB does not retrieve new drive sled information for varied off drive.	Fixed.
I6K-2703		MCB disables drive ports because Ethernet connectivity is not functional.	Fixed.
I6K-2721	0721578	Drive lease cancellation support added.	Enhancement.
I6K-2745		Tower drift issue causes media to appear in wrong column during library inventory.	Fixed.
I6K-2815		New drive firmware code for LTO-7 (Q386), LTO-8 (Q386) and LTO-9 (Q3F9) drives.	Enhancement.
WUI-1284		Media Access column added North Panel in WebGUI Media menu.	Enhancement.
WUI-1330		HTTP/SSL cookie security flag issues.	Fixed.
WUI-1329			
I6K-2130			
I6K-2131			
WUI-1417		The RAS Status icon on the homepage of the WebGUI does not accurately reflect the number of RAS tickets generated by the library.	Fixed.
WUI-1448	646386	Accessibility Status and Calibration Status columns added to the Media Inventory report. The report will now indicate if LTO-9 media is calibrated or not calibrated.	Enhancement.
I6K-2078			
WUI-1449		Ethernet Management Blade (EMB) added to WebGUI.	Enhancement.
WUI-1464	671992	WebGUI allows users to select robotic motion operations when robot is in a not ready state.	Fixed.

Change Request Number	Service Request Number	Description	Resolution
WUI-1478		Canceling Robot Accessor Test causes WebGUI to hang.	Fixed.
WUI-1479	681255	Indication that FIPS drive code is loaded added to North Panel in WebGUI Drives menu.	Enhancement.
WUI-1480	681255	WebGUI allows full-height drive firmware be selected for half-height drives.	Fixed.
WUI-1494		Host Access in WebGUI does not display existing hosts or groups.	Fixed.
WUI-1505		Login Audit report limited to a 90 day data collection window.	Enhancement.
WUI-1506 I6K-2619		WebGUI does not allow library firmware to be installed or view service logs when service license has expired but is still in the 60 day grace period.	Fixed.
WUI-1537 I6K-2261		Add additional support for password rule policies	Enhancement.
WUI-1550		Library firmware download does not work in Google Chrome browser	Fixed.
WUI-1728 I6K-2467	679077 733805	Drives disappear from partition while modifying storage locations.	Fixed.
WUI-1735		WebGUI does not allow robotics to be enabled after robotics were disabled and library access door is opened and closed.	Fixed.

Known Issues

This release of Scalar 815Q.GS08400 firmware has the following 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 used when selecting left or right robot for a robot scanning diagnostic test.	Vary off the robot not selected scanning before running diagnostic 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 default ISR on multiple towers after swapping scanners in towers.	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.
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.	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. Do not use J5WZ drive firmware.
I6K-1611		Reset (not restart/reboot) of library interferes with drives	Make sure that on library reset, drives are not sled-leveled, tape drive firmware-leveled or reconfigured on bring-up. This will ensure that the drives will not interfere with host connections and I/O operations.

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 GUI after the library reboots with an open door.	Do not reboot library with when a library door is open.
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: <ol style="list-style-type: none"> 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 not re-installed into the library.	The removed drive must be re-installed in the library.
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 removal.

Change Request Number	Service Request Number	Description	Workaround
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.	This only affects FCB attached drives. <ul style="list-style-type: none"> • Attach all EDLM drives to EEB board instead of FCB. • Use IBM EDLM drives attached to the FCB.
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.	Contact Quantum Service.
I6K-2531		Remove Nexus does not clear a prevent medium removal.	Clear from the host. Vary the drive off and then back on.
I6K-2559	688460 688465	Control Path configured drives lose host connectivity.	Vary drives off and back on.
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: <ol style="list-style-type: none"> Stop library control and issue a POST <code>aml/system/software/restartLMC</code>, or 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.

Change Request Number	Service Request Number	Description	Workaround
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-2712	721940	Drives appear to reboot after library reset.	Drives will reconnect with a ready status after 20 to 30 minutes.
I6K-2726		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-2774	729768 735770	Library incorrectly generates RAS ticket (SPA Circuit Card Failure) after ever library reboot.	If the library robotics are operational, ignore and clear the RAS ticket.
I6K-2864		In the LTO-9 calibration feature, you cannot select a standard partition to calibrate all LTO-9 media with an unknown calibration status.	<p>From the Media menu, select and expand only the standard partition containing LTO-9 media that requires calibration.</p> <p>Next, select all media. Remove any media in the list that is not contained in storage slots and does not identify as an LTO-9 media type.</p> <p>Once the complete list of LTO media is checked, select Calibration to select from the available list of offline drives to perform the calibration.</p>
I6K-2867	734289	Unable to allocate resources removed from a partition.	Contact Quantum service for assistance with correcting and updating COD counts.
I6K-2872		Drive becomes stuck when unloading media.	<p>Vary the drive off an on. Once the drive is varied back on, attempt to unload the media again.</p> <p>If the drive remains stuck when unloading, contact Quantum Service.</p>

Change Request Number	Service Request Number	Description	Workaround
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-2892		Library core dump occurs during library reset operation.	Use caution when performing a library reset. If a core dump does occur during a library reset, it can cause an unexpected reboot and interrupt drive I/O as the library tries to auto level drive code. This issue will be addressed in the next release.
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 no be available immediately. This condition will self recover with 24 hours, usually faster.
I6K-2908		LTO drive containing a tape does not auto level when performing vary off/vary on operation.	Remove tape from drive and then vary off/vary on drive.
WUI-1071		Control Path Configuration - Unable to add additional SAS drives after initial Multi-Path configuration.	Remove current Multi-Path configuration. Create new Multi-Path configuration and add SAS drives.
WUI-1273		Drive/Media Issue Tamerlane does not show all data for selected time frame.	Select larger time frame.
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 11th row after adding 10 rows.	Only up to 10 entry rows are currently supported. Ignore any additional entry rows.

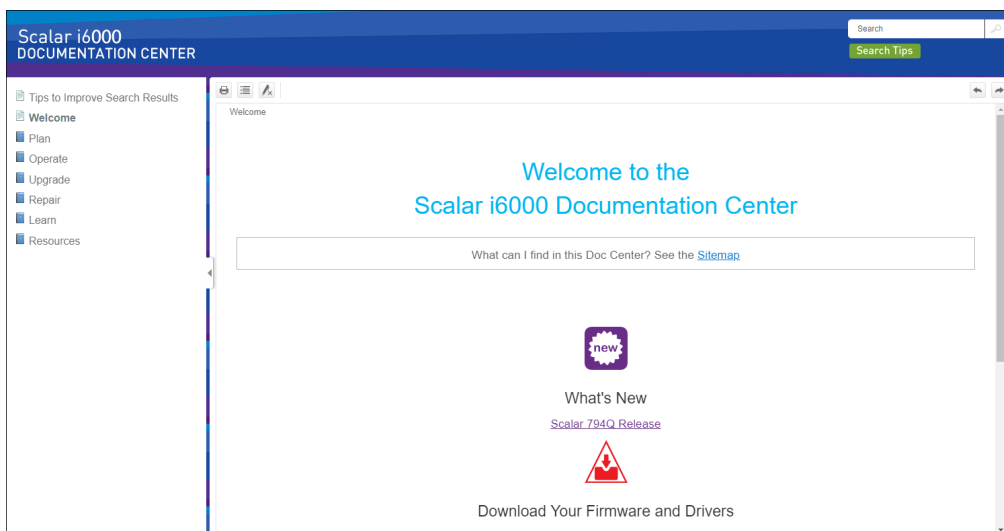
Change Request Number	Service Request Number	Description	Workaround
WUI-1725		Cannot create a new partition using the old name of modified partition.	Do not reuse a partition name that existed and was modified or changed to a different partition name.
WUI-1727		LTO-9 Calibration button active if multiple library partitions are selected for LTO-9 media calibration. Button should only be active if one standard partition is selected.	Select one standard partition for LTO-9 media calibration only. Do not select multiple partitions.
WUI-1729		Apply button is incorrectly available with XIE slot in Partition > Resources dialog box.	Ignore that Apply button is enabled if selections are made and undone.
WUI-1730		Large media count unable to display in the WebGUI	Selecting large number 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 with media identifier is selected.	Make sure all media has LTO-9 media identifiers as part of barcode label.
WUI-1739		Unable to display large media count on WebGUI.	Selecting large number numbers of media (< 1000 - 12,000) in the WebGUI may take up to

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

Contacts

For information about contacting Quantum, including Quantum office locations, go to:

<https://www.quantum.com/aboutus/contactus/index.aspx>

For further assistance, or for training opportunities, contact the Quantum Customer Support Center:

Region	Support Contact
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