

## What does the error code on the display of my SuperLoader 3 mean?

The following table lists the error messages that are displayed on the LCD and the error code. It also includes explanation and suggested action for resolution,

Screen Display	Description	Error Code	Suggested Actions
TX ALD success	General System RTOS Software error	00	<b>1</b> Check for a Hard Error Log entry. <b>2</b> Check the Quantum Web site to check for firmware updates. <b>3</b> If all previous steps fail, contact Quantum Customer Support.
TX Deleted		01	
TX Pool error		02	
TX PTR error		03	
TX Wait error		04	
TX Size error		05	
TX Group error		06	
TX EVT Timeout		07	
TX Option error		08	
TX QUE error		09	
TX QUE Timeout		0A	
TX QUE Full		0B	
TX SEM error		0C	
TX SEM Timeout		0D	
TX Thread error		0E	
TX Priority err		0F	
TX No Memory		10	
TX Start error		10	
TX Delete error		11	
TX Resume error		12	
TX Caller error		13	
TX Suspend error		14	
TX Timer error		15	
TX Tick error		16	
TX Activate error		17	
TX Thresh error		18	
TX Suspend Lifted		19	
SYS CMD started		20	
SYS Failure		21	
SYS Busy		22	
SYS Timeout		23	
SYS SW err		24	
SYS HW err		25	
SYS Msg snd id err	Message Sender (Task) ID error	26	<b>1</b> Check for previous General System RTOS

			<p>Software errors.</p> <p><b>2</b> Check for previous system errors.</p> <p><b>3</b> Power cycle the autoloader. Repeat checks after power cycling.</p> <p><b>4</b> If all previous steps fail, contact Quantum Customer Support.</p>
SYS Msg bad	Message Type Bad	27	<p><b>1</b> Check for previous General System RTOS Software errors.</p> <p><b>2</b> Power cycle the autoloader. Repeat checks after power cycling.</p> <p><b>3</b> If all previous steps fail, contact Quantum Customer Support.</p>
SYS Msg param bad	Message Parameter Bad	28	<p><b>1</b> Check host application and device driver.</p> <p><b>2</b> Check host adapter and SCSI cables or terminator.</p> <p><b>3</b> Check for previous General System RTOS Software errors.</p> <p><b>4</b> Power cycle the autoloader. Repeat checks after power cycling.</p> <p><b>5</b> If all previous steps fail, contact Quantum Customer Support.</p>
SYS Inv element	Invalid Element	29	<p><b>1</b> Check host application and device driver.</p> <p><b>2</b> Check for previous General System RTOS Software errors.</p> <p><b>3</b> Check for previous system errors.</p> <p><b>4</b> Power cycle the autoloader. Repeat checks after power cycling.</p> <p><b>5</b> If all previous steps fail, contact Quantum Customer Support.</p>
SYS Inv elem status	Invalid Element Status	2A	<p><b>1</b> If the element is:</p> <ul style="list-style-type: none"> <li>• The picker, check the</li> </ul>

			cartridge present sensor. <ul style="list-style-type: none"> <li>• The drive, check the drive path sensor.</li> <li>• A magazine, check the magazine cam for dust.</li> </ul> <b>2</b> Check for previous system errors. <b>3</b> Power cycle the autoloader. Repeat checks after power cycling.  <b>4</b> If all previous steps fail, contact Quantum Customer Support.
SYS Element TBL bad	Firmware tables and stacks invalid	2B	<b>1</b> Check for a Hard Error Log entry. If an error appears in the Hard Error Log, power cycle the autoloader and run the Health test. <b>2</b> Check the Quantum Web site for firmware updates.  <b>3</b> If all previous steps fail, contact Quantum Customer Support.
SYS Global corrupt		2C	
SYS Stack corrupt		2D	
SYS Stack low		2E	
SYS Stack ovflw		2F	
SYS POST fail	POST Failure	30	<b>1</b> Verify that the magazines are fully seated. <b>2</b> Power cycle the autoloader.  <b>3</b> If all previous steps fail, contact Quantum Customer Support.
SYS Watchdog fail	System Monitoring type events	31	<b>1</b> Check for a Hard Error Log entry. If an error appears in the Hard Error Log, power cycle the autoloader and run the Health test. <b>2</b> Check the Quantum web site for firmware updates.  <b>3</b> If all previous steps fail, contact Quantum Customer Support.
SYS PWR on/restart		32	
SYS PWR down		33	
SYS Overload		34	
SYS Performance		35	
SYS ASYNC stop		36	
SYS Cleaning error		37	
SYS I2C Device Error	System Internal I2C  HW Error	38	<ul style="list-style-type: none"> <li>• Contact Quantum Customer Support.</li> </ul>

SYS offline	Limits Error	39	<ul style="list-style-type: none"> <li>• If the picker test failed, replace the picker chassis assembly.</li> <li>• If the magazine test failed, replace the failed magazine (indicated by task ID in the error code).</li> <li>• If the drive test failed, contact Quantum Customer Support.</li> </ul>
SYS Drive Error	Drive Reset Error	3A	Check Drive Log Sense for drive errors. If the drive is still logging errors, contact Quantum Customer Support.
SYS Open front	Drive HW Error	3B	Check Drive Log Sense for drive errors. If the drive is still logging errors, contact Quantum Customer Support.
SYS Over temp	Drive Cleaning Required	3C	<p>1 Perform cleaning by loading a cleaning cartridge into the drive. If a slot for a cleaning cartridge can be made available always, this operation can be enabled to run automatically.</p> <p>2 Check Drive Log Sense for drive errors. If the drive continues to request cleaning, contact Quantum Customer Support.</p>
SYS Drive Error	Drive Error	3D	<p>1 Check Drive Log Sense for errors. If the drive is still logging errors, contact Quantum Customer Support.</p> <p>2 If the drive is logging Read/Write errors, run the Tape Drive Write/Read test. If the drive test fails, repeat the test with new media.</p> <p>3 If the drive fails with two different pieces of media, contact</p> <p>Quantum Customer Support.</p>
SYS Drv Load Err	Load Error	3E	1 Verify that the cartridge

			<p>does not have labels or other matter placed anywhere on the cartridge except where labels are expected to be placed.</p> <p><b>2</b> Try to load a different piece of media.</p> <p><b>3</b> If multiple pieces of media fail, contact Quantum Customer Support.</p>
SYS Drv Unload Err	Unload Error	3F	<p><b>1</b> Verify that the cartridge does not have labels or other matter placed anywhere on the cartridge except where labels are expected to be placed.</p> <p><b>2</b> Try to load a different piece of media.</p> <p><b>3</b> If multiple pieces of media fail, contact Quantum Customer Support.</p>
Media Thread Err		40	Check Drive Log Sense for drive errors. If the drive is still logging errors, contact Quantum Customer Support.
Media UnThrd Err		41	
Media MAM/ID Err		42	
Invalid Media Type		43	Media incompatible with tape drive. Check compatibility between media and tape drive.
Expired Media		44	Cleaning media has expired. Use new cleaning media.
Unknown Media		45	Check Drive Log Sense for drive errors. If the drive is still logging errors, contact Quantum Customer Support.
Drv/Media err		46	Host has issued a Prevent / Allow Media Removal command to lock the drive.
SYS Error EEPROM	MEM EEPROM Chksum Error	47	• Contact Quantum Customer Support.
Error Fan Sense	Fan Sense Motion Error	48	<b>1</b> Verify that the fan is moving freely.

			2 If the previous step fails, contact Quantum Customer Support.
SYS Offline	Offline	49	No action required.
SYS Door Locked	Door Locked	4A	No action required.
SYS Open Front	Open Front	4B	1 Install magazine or magazine blank. 2 Replace magazine or magazine blank (try a second one if possible).  3 If all previous steps fail, contact Quantum Customer Support.
SYS Over Temp	Over Temp	4C	1 Verify the temperature of the autoloader inlet air is within specification. 2 Clear debris from all openings of the autoloader, both in front and back. 3 Verify that the fan is working. If the fan is bad, contact Quantum Customer Support.
SYS Error Config		4D	"Random move" diagnostic test requires at least two tapes to run.
	Internal Communication Events	50	1 Power cycle the autoloader.  2 If the previous step fails, contact Quantum Customer Support.
Command in Progress		51	
Unsupported Command		52	
Command failed		53	
Device Not Ready		54	
Invalid Element Address		55	
Invalid Page Code		56	
Invalid Test #		57	
Exchange Command/Not Supported		58	
Invalid Command Parameter		59	
Mechanical Position\Error		5A	
Destination Element Full		5B	
Source Element Empty		5C	
Magazine Not Present		5D	
Self Test Failure		5E	
Barcode Reader\Not Present		5F	

Internal Hardware\Error	DRV_INIT_ERR	60	Check Drive Log Sense for drive errors. If the drive is still logging errors, contact Quantum Customer Support.
No Volume Tab\Information Available	DRV_LOGIN_ERR	61	
CUP In Progress	DRV_LOGOUT_ERR	62	
Drive Command Failed	DRV_CMD_FAIL	63	
Overtemp	DRV_CMD_TIMEOUT	64	
Rejected Command		6E	
Communication Error		6F	
DRIVE_HAS_MEDIA	DRIVE_MUST_BE_EMPTY	72	<p><b>1</b> Verify the firmware image is good and appropriate for the autoloader/ drive.</p> <p><b>2</b> If updating drive firmware, verify the drive is operational. Verify the drive serial communication cable is either attached or seated properly.</p> <p><b>3</b> Be sure that the tape drive contains no cartridge.</p> <p><b>4</b> If all previous steps fail, contact Quantum Customer Support.</p>
LOADER_TOO_LARGE	LOADER_FILEnTOO_LARGE	73	
ERASE_FAILURE	FLASH_ERASE_FAIL	74	
PROGRAM_FAILURE	FLASH_PROGRAM_FAIL	75	
UNKNOWN_SECTION	UNKNOWN_SECTION	76	
BAD_EDC	FLASH_PROGRAM_FAIL	77	
TIMEOUT	UPDATE_TIMEOUT	78	
LOADER_INVALID	LOADER_FILE_BAD	7C	
UNKNOWN_FLASH	BAD_FLASH_TYPE	7D	
BAD_EDC_UNCOMPRESSED	FLASH_PROGRAM_FAIL	7E	
IMAGE_UNDERRUN	FLASH_PROGRAM_FAIL	7F	
SCSI_ERR_UNEXP_RESP	SOFTWARE_ERROR	80	<p><b>1</b> Power cycle the autoloader.</p> <p><b>2</b> If the previous step fails, contact Quantum Customer Support.</p>
Elev Unknown err		90	<p><b>1</b> Run the Health test.</p> <p><b>2</b> If repeated events appear in the Hard Error Log, power cycle the autoloader. Repeat tests after power cycling.</p> <p><b>3</b> If all previous steps fail, contact Quantum Customer Support</p>
Elev Unknown err		91	
Elev Flag bad		92	
Elev Sensor bad		93	
Elev Unknown err		94	
Elev Unknown err		95	
Elev Unknown err		96	
Elev cal lost		97	
Elev cal jammed		98	
Elev lost		99	
Elev Unknown err		9A	
Elev pos err		9B	
Elev Unknown err		9C	
Elev Unknown err		9D	
Elev Unknown err		9E	

Elev Unknown err		9F	
SRVO Failure	Picker Servo Errors	A0	<b>1</b> Run the Health test. <b>2</b> If repeated events appear in the Hard Error Log, power cycle the autoloader. Repeat tests after power cycling.  <b>3</b> If all previous steps fail, contact Quantum Customer Support.
SRVO HW/MTR timeout		A1	
SRVO SW error		A3	
SRVO Not Calibrated		A4	
SRVO No src element	Source Element  Empty	A5	<b>1</b> Verify that the expected source really does have a cartridge. <b>2</b> Run the Health test. <b>3</b> If the source is: <ul style="list-style-type: none"> <li>• A magazine, replace the cartridge in that slot with a different cartridge and try again. Check if the cartridge present flag moves freely. If the error continues, replace the magazine.</li> <li>• The tape drive, verify the tape drive has a cartridge and it was ejected.</li> </ul> <b>4</b> Power cycle the autoloader.  <b>5</b> If the error continues, contact Quantum Customer Support.
SRVO No mag	Magazine Missing	A6	<b>1</b> Verify the magazine is installed correctly into the autoloader. <b>2</b> Remove and insert the magazine again. <b>3</b> Try a second magazine if possible. <b>4</b> Power cycle the autoloader.  <b>5</b> If the error continues, contact Quantum Customer Support.
SRVO Mail Slot full	Mail Slot Full	A7	<b>1</b> Remove any previously ejected media from the mail slot and try again. <b>2</b> Verify the mail slot door is



			<p>fully closed.</p> <p><b>3</b> Verify that there is no debris in the mail slot opening.</p> <p><b>4</b> If the error continues, contact Quantum Customer Support.</p>
SRVO Dest full	<p>Destination Element</p> <p>Full</p>	A8	<p><b>1</b> Remove any previously ejected media from the mail slot and try again.</p> <p><b>2</b> Verify the mail slot door is fully closed.</p> <p><b>3</b> Verify that there is no debris in the mail slot opening.</p> <p><b>4</b> If the error continues, contact Quantum Customer Support.</p>
SRVO Pkr full	Picker Full	A9	<p><b>1</b> Look in the front of the autoloader and confirm the picker is full.</p> <p><b>2</b> Run the Health test.</p> <p><b>3</b> If all previous steps fail, contact Quantum Customer Support.</p>
SRVO PKR crt sns err	<p>Picker Cartridge</p> <p>Sensor Error</p>	AA	<p><b>1</b> Perform picker calibration and confirm calibration is successful.</p> <p><b>2</b> Run the Health test.</p> <p><b>3</b> If all previous steps fail, contact Quantum Customer Support.</p>
SRVO DRV pth sns err	<p>Drive Path Sensor</p> <p>Error</p>	AB	<p><b>1</b> Load and unload the drive.</p> <p><b>2</b> Run the Health test.</p> <p><b>3</b> Power cycle the autoloader.</p> <p><b>4</b> If all previous steps fail, contact Quantum Customer Support.</p>
SRVO MSdoor sns err	<p>Mail Slot Door Sensor</p> <p>Error</p>	AC	<p><b>1</b> Insert a cartridge into the autoloader via the mail slot. Verify the cartridge is sensed and the door closes</p>

			<p>fully. Check for and clear any debris in the sensor.</p> <p><b>2</b> Power cycle the autoloader.</p> <p><b>3</b> If all previous steps fail, contact Quantum Customer Support.</p>
SRVO MSdoor dol err	Mail Slot Solenoid  Error	AD	<p><b>1</b> Insert a cartridge into the autoloader via the mail slot. Verify the solenoid is actuated and the door is free to open.</p> <p><b>2</b> Power cycle the autoloader.</p> <p><b>3</b> If all previous steps fail, contact Quantum Customer Support.</p>
SRVO Initialize err	Servo Initialization  Error	AE	<p><b>1</b> Run the Health test.</p> <p><b>2</b> Power cycle the autoloader.</p> <p><b>3</b> If all previous steps fail, contact Quantum Customer Support.</p>
SRVO Event-1st err	Error Log Information  Event	AF	<p><b>1</b> Used to analyze start of servo/motor error sequence in the Soft Error Log. Error entries immediately following indicate nature of specific motor/position error.</p> <p><b>2</b> No action required.</p>
PKR Rot Sensor bad	Rotation Sensor/Flag  Errors	B0	<p><b>1</b> Run the Health test. Verify rotation calibration is successful.</p> <p><b>2</b> Power cycle the autoloader.</p> <p><b>3</b> If all previous steps fail, contact Quantum Customer Support.</p>
PKR no Rot Flag		B1	
PKR Rot Flag bad		B2	
PKR Trans Sensor bad	Translation Sensor/	B3	<p><b>1</b> Run the Health test. Verify</p>

			3 If all previous steps fail, contact Quantum Customer Support.
PKR Rot cal lost	Rotation Position/ Lost Errors	B7	1 Run the Health test. Verify the picker rotates freely. 2 Power cycle the autoloader. 3 If all previous steps fail, contact Quantum Customer Support.
PKR Trans cal lost	Translation Position/ Lost Errors	B8	
PKR Rot lost	Rotation Position/ Lost Errors	B9	
PKR Trans lost	Translation Position/ Lost Errors	BA	
PKR Rot pos error	Rotation Position/ Lost Errors	BB	
PKR Trans pos error	Translation Position/ Lost Errors	BC	
PKR Dropped cartridge	Picker Dropped Cartridge Error	BD	1 Run the Health test. Verify the picker calibrates, rotates and translates freely. 2 Power cycle the autoloader. 3 If all previous steps fail, contact Quantum Customer Support.
PKR Missed cartridge	Picker Missed Cartridge Error	BE	1 If source was: <ul style="list-style-type: none"> <li>• A magazine slot, check for magazine positioning errors. If magazine positioning errors occurred; perform the steps listed below in Magazine Positioning Errors.</li> <li>• The drive, check that the cartridge was properly ejected.</li> <li>• The magazine, retry the operation carefully ensuring proper insertion of the cartridge.</li> </ul> 2 Run the Health test.

			<p><b>3</b> Power cycle the autoloader.</p> <p><b>4</b> If all previous steps fail, contact Quantum Customer Support.</p>
PKR Jammed cartridge	<p>Picker Jammed</p> <p>Cartridge Error</p>	BF	<p><b>1</b> Check for a jammed cartridge in the picker.</p> <p><b>2</b> Run the Health test.</p> <p><b>3</b> Power cycle the autoloader.</p> <p><b>4</b> If all previous steps fail, contact Quantum Customer Support.</p>
MTR Unknown err	<p>Motor System/HW</p> <p>Errors</p>	C0	<p><b>1</b> Run the Health test.</p> <p><b>2</b> Power cycle the autoloader.</p> <p><b>3</b> Check the Quantum Web site to check for firmware updates.</p> <p><b>4</b> If all previous steps fail, contact Quantum Customer Support.</p>
MTR SW error		C1	
MTR HW error		C2	
MTR Setup error		C3	
MTR Position error	Motor Position Error	C4	<p><b>1</b> Determine the failing motor from the error code. If motor is a magazine motor, perform the steps listed below in Magazine Positioning Errors.</p> <p><b>2</b> Run the Health test.</p> <p><b>3</b> Power cycle the autoloader.</p> <p><b>4</b> If all previous steps fail, contact Quantum Customer Support.</p>
MTR Direction error	Motor Control Errors	C5	<p><b>1</b> Run the Health test.</p> <p><b>2</b> Power cycle the autoloader.</p> <p><b>3</b> If all previous steps fail, contact Quantum Customer Support.</p>
MTR Runaway error		C6	
MTR Corrupt error		C7	
MTR Accel error		C8	
MTR Sensor noise		C9	
MTR Timeout	<p>Motor Jamming</p> <p>Errors</p>	CA	<p><b>1</b> Determine the failing motor from the error code. If motor is a</p>

			<p>magazine motor, perform the steps listed below in Magazine Jammed Error.</p> <p><b>2</b> Run the Health test.</p> <p><b>3</b> Power cycle the autoloader.</p> <p><b>4</b> If all previous steps fail, contact Quantum Customer Support.</p>
	<p>Motor Translation Pin Jammed Error</p> <p>(Melbourne only)</p>	CE	<p><b>1</b> Run the Health Test.</p> <p><b>2</b> Verify loads and unloads to the drive. If the drive is not ejecting properly, contact Quantum Customer Support.</p> <p><b>3</b> Power cycle the autoloader.</p> <p><b>4</b> If all previous steps fail, contact Quantum Customer Support.</p>
Magazine Solenoid Bad	<p>Magazine Solenoid</p> <p>Bad</p>	D0	<p><b>1</b> Check the task ID in the error log to determine if the problem is the right or left magazine.</p> <p><b>2</b> Remove and insert the magazine. Verify the magazine moves freely and clicks and locks in place.</p> <p><b>3</b> Power cycle the autoloader.</p> <p><b>4</b> Try a different magazine.</p> <p><b>5</b> If all previous steps fail, contact Quantum Customer Support.</p>
Magazine Present Sensor Bad	<p>Magazine Present</p> <p>Sensor Bad</p>	D1	<p><b>1</b> Check the task ID in the error log to determine if the problem is the right or left magazine.</p> <p><b>2</b> Remove and insert the magazine.</p> <p><b>3</b> Power cycle the autoloader.</p> <p><b>4</b> Check that the sensor is not blocked by debris.</p>

			5 Replace the chassis/picker assembly.
Magazine Cam Position Sensor Bad	Magazine Cam Position Sensor Bad	D2	<p>1 Check the task ID in the error log to determine if the problem is the right or left magazine.</p> <p>2 Remove and insert the magazine.</p> <p>3 Try a different magazine.</p> <p>4 Power cycle the autoloader.</p> <p>5 If all previous steps fail, contact Quantum Customer Support.</p>
Magazine Cam Position Sensor Bad		D3	
Magazine Cam Position Sensor Bad		D4	
Magazine Flag Errors	Magazine Flag Errors: Cartridge flags located on the magazine may be bad or the sensor to detect the flags may have a problem.	D5	<p>1 Check the task ID in the error log to determine if the problem is the right or left magazine.</p> <p>2 Remove and insert the magazine. Verify that flags are present on all slots and slot 1 has the flag in the unique orientation.</p> <p>3 Check and ensure that the cam sensor on the side of the picker is free of debris.</p> <p>4 Try a different magazine, if possible.</p> <p>5 Power cycle the autoloader.</p> <p>6 If all previous steps fail, contact Quantum Customer Support.</p>
Magazine Flag Errors		D6	
Magazine Flag Errors		D7	
Magazine Flag Errors		D8	
Magazine Flag Errors		D9	
Magazine Positioning Errors	Magazine Positioning	DA	1 Check the task ID in the

			<p>not move freely but another does, replace the failing magazine.</p> <p>4 If all previous steps fail, contact Quantum Customer Support.</p>
Magazine Slot Type Invalid	Magazine Slot Type Invalid (Melbourne Universal magazine only)	DD	<p>1 Check the task ID in the error log to determine if the problem is the right or left magazine.</p> <p>2 Remove the magazine and verify the slot insert in the correct position for all slots.</p> <p>3 If all previous steps fail, contact Quantum Customer Support.</p>
Magazine Slot Position Error	Magazine Slot (Gross) Position Error	DE	<p>1 Check the task ID in the error log to determine if the problem is the right or left magazine.</p> <p>2 Remove and insert the magazine. Check and clear any debris on magazine flags and in the cam sensor assembly for the magazine.</p> <p>3 Perform a move to or move element operation on the magazine. Verify the magazine moves freely. If this magazine does not move freely but another does, replace the failing magazine.</p> <p>4 If all previous steps fail, contact Quantum Customer Support.</p>
Magazine Jammed Error	Magazine Jammed Error	DF	<p>1 Check the task ID in the error log to determine if the problem is the right or left magazine.</p> <p>2 Attempt to remove and insert the jammed magazine from the front panel.</p> <p>3 Power cycle the autoloader.</p> <p>4 If all previous steps fail,</p>

			contact Quantum Customer Support.
Time Zone Update Event	Time Zone Update Event	E8	No action required.
Time Update Event	Time Update Event	E9	No action required.
Front Panel HW Error	Front Panel HW	EA	<b>1</b> Run the Health test. <b>2</b> Power cycle the autoloader.  <b>3</b> If all previous steps fail, contact Quantum Customer Support.
Front Panel HW Error	Errors	EB	
Login/Password Error	Login/Password Error	EC	No action required.
Bar Code Reader Error	Bar Code Reader	F0	<b>1</b> Run the Health test. <b>2</b> Remove magazines and inspect labels. Verify labels are good and reinsert. <b>3</b> Run Random Load/Unload with labeled tapes.  <b>4</b> If all previous steps fail, contact Quantum Customer Support.
Bar Code Reader Error	Errors	F2	
Bar Code Reader Error		F3	
Bar Code Reader Error		F4	
Bar Code Reader Error		F5	
Bar Code Reader Error		F6	
Bar Code Reader Error		F7	
Bar Code Reader Error		F8	
Diagnostic Test Failure	Diagnostic Test	F1	<b>1</b> Run the Health test. <b>2</b> Power cycle the autoloader.  <b>3</b> If all previous steps fail, contact Quantum Customer Support.
Diagnostic Test Failure	Failure	F9	
Diagnostic Test Media Error	Diagnostic Test Media	FA	<b>1</b> Verify the correct media is present for the test. Rerun the test.  <b>2</b> If all previous steps fail, contact Quantum Customer Support.
Diagnostic Test Media Error	Error	FB	
Diagnostic Test Media Error		FC	
Diagnostic Test Media Error		FD	