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	00	1 Check for a Hard Error
TX Deleted	error	01	Log entry.
TX Pool error		02	2 Check the Quantum Web site to check for firmware
TX PTR error		03	updates.
TX Wait error		04	1
TX Size error		05	3 If all previous steps fail,
TX Group error		06	contact Quantum Customer
TX EVT Timeout		07	Support.
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	1 Check for previous General System RTOS

			Software errors. 2 Check for previous system errors. 3 Power cycle the autoloader. Repeat checks after power cycling. 4 If all previous steps fail, contact Quantum Customer Support.
SYS Msg bad	Message Type Bad	27	1 Check for previous General System RTOS Software errors. 2 Power cycle the autoloader. Repeat checks after power cycling. 3 If all previous steps fail, contact Quantum Customer Support.
SYS Msg param bad	Message Parameter Bad	28	1 Check host application and device driver. 2 Check host adapter and SCSI cables or terminator. 3 Check for previous General System RTOS Software errors. 4 Power cycle the autoloader. Repeat checks after power cycling. 5 If all previous steps fail, contact Quantum Customer Support.
SYS Inv element	Invalid Element	29	1 Check host application and device driver. 2 Check for previous General System RTOS Software errors. 3 Check for previous system errors. 4 Power cycle the autoloader. Repeat checks after power cycling. 5 If all previous steps fail, contact Quantum Customer Support.
SYS Inv elem status	Invalid Element Status	2A	1 If the element is: • The picker, check the

			cartridge present sensor. • The drive, check the drive path sensor. • A magazine, check the magazine cam for dust. 2 Check for previous system errors. 3 Power cycle the autoloader. Repeat checks after power cycling. 4 If all previous steps fail, contact Quantum Customer Support.
SYS Element TBL bad	Firmware tables and stacks	2B	1 Check for a Hard Error
SYS Global corrupt	invalid	2C	Log entry. If an error
SYS Stack corrupt		2D	appears in the Hard
SYS Stack low		2E	Error Log, power cycle the autoloader and run the
SYS Stack ovflw		2F	Health test.
			2 Check the Quantum Web
			site for firmware updates.
			3 If all previous steps fail, contact Quantum Customer Support.
SYS POST fail	POST Failure	30	 Verify that the magazines are fully seated. Power cycle the autoloader. If all previous steps fail,
			contact Quantum Customer Support.
SYS Watchdog fail	System Monitoring type events	31	1 Check for a Hard Error
SYS PWR on/restart		32	Log entry. If an error appears in the Hard
SYS PWR down		33	Error Log, power cycle the
SYS Overload		34	autoloader and run the
SYS Performance		35	Health test.
SYS ASYNC stop		36	2 Check the Quantum web
SYS Cleaning error		37	site for firmware updates.
_			3 If all previous steps fail, contact Quantum Customer Support.
SYS 12C Device Error	System Internal I2C	38	Contact Quantum
			Customer Support.
	HW Error		

SYS offline	Limits Error	39	 If the picker test failed, replace the picker chassis assembly. If the magazine test failed, replace the failed magazine (indicated by task ID in the error code). If the drive test failed, contact Quantum Customer Support.
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	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. 2 Check Drive Log Sense for drive errors. If the drive continues to request cleaning, contact Quantum Customer Support.
SYS Drive Error	Drive Error	3D	1 Check Drive Log Sense for errors. If the drive is still logging errors, contact Quantum Customer Support. 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. 3 If the drive fails with two different pieces of media, contact Quantum Customer Support.
SYS Drv Load Err	Load Error	3E	1 Verify that the cartridge

			does not have labels or other matter placed anywhere on the cartridge except where labels are expected to be placed. 2 Try to load a different piece of media. 3 If multiple pieces of media fail, contact Quantum Customer
SYS Drv Unload Err	Unload Error	3F	Support. 1 Verify that the cartridge does not have labels or other matter placed anywhere on the cartridge except where labels are expected to be placed. 2 Try to load a different piece of media. 3 If multiple pieces of media fail, contact Quantum Customer
Media Thread Err		40	Support. Check Drive Log Sense for
Media UnThrd Err		41	drive errors. If the drive is
Media MAM/ID Err		42	still logging errors, contact Quantum Customer Support.
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	1 Verify that the fan is moving freely.

	I	1	
			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
SYS Error Config		4D	Customer Support. "Random move" diagnostic test requires at least two
	Internal Communication France	50	tapes to run.
Canada dia Dalama	Internal Communication Events	50	1 Power cycle the autoloader.
Command in Progress	=	51 52	
Unsupported Command Command failed	_		2 If the previous step fails,
Device Not Ready	_	53 54	contact Quantum Customer
Invalid Element Address	-	55	Support.
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	

No Volume Tab\Information Available CUP In Progress DRV_LOGOUT_ERR Drive Command Failed DRV_CMD_FAIL Overtemp DRV_CMD_TIMEOUT Rejected Command Communication Error DRIVE_HAS_MEDIA LOADER_TOO_LARGE LOADER_FILEATOO_LARGE TRASE_FAILURE FLASH_ERASE_FAIL UNKNOWN_SECTION BAD_EDC FLASH_PROGRAM_FAIL UNDATE_TIMEOUT TIMEOUT UNDATE_TIMEOUT BAD_EDC_UNCOMPRESSED_FLASH_PROGRAM_FAIL TOADER_INVALID LOADER_FILE_BAD TOUNKNOWN_FLASH BAD_FLASH_PROGRAM_FAIL TOADER_INVALID DATE_TIMEOUT TOADER_INVALID DATE_TIMEOUT TOADER_INVALID TOADER_FILE_BAD TOADER_INVALID TOADER_FILE_BAD TOADER_INVALID TOADER_FILE_BAD TOADER_INVALID TOADER_FILE_BAD TOADER_INVALID TOADER_FILE_BAD TOADER_INVALID TOADER_FILE_BAD TOADER_FILE_FILE_BAD TOADER_FILE_BAD TOADER_FILE_FILE_BAD TOADER_FILE_FILE_BAD TOADER_FILE_FILE_BAD TOADER_FILE_FILE_BAD TOADER_FILE_FILE_BAD TOADER_FILE_FILE_BAD TOADER_FILE_FILE_BAD TOADER_FILE_FILE_FILE_FILE_FILE_FILE_FILE_FILE	Internal Hardware\Error	DRV INIT ERR	60	Check Drive Log Sense for
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Elev Unknown err		9F	
SRVO Failure	Picker Servo Errors	A0	1 Run the Health test.
SRVO HW/MTR timeout		A1	2 If repeated events appear
SRVO SW error		A3	in the Hard Error Log,
SRVO Not Calibrated		A4	— power cycle the autoloader. Repeat tests
			after power cycling.
			3 If all previous steps fail, contact Quantum Customer Support.
SRVO No src element	Source Element Empty	A5	1 Verify that the expected source really does have a cartridge.
	Empty		2 Run the Health test.3 If the source is: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. • The tape drive, verify the
			tape drive has a cartridge and it was ejected.
			4 Power cycle the autoloader.
			5 If the error continues, contact Quantum Customer Support.
SRVO No mag	Magazine Missing	A6	1 Verify the magazine is installed correctly into the autoloader.
			2 Remove and insert the magazine again.3 Try a second magazine if
			possible.
			4 Power cycle the autoloader.
			5 If the error continues, contact Quantum Customer Support.
SRVO Mail Slot full	Mail Slot Full	A7	1 Remove any previously ejected media from the mail slot and try again.
			2 Verify the mail slot door is

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

			fully. Check for and clear any debris in the sensor. 2 Power cycle the autoloader. 3 If all previous steps fail, contact Quantum Customer Support.
SRVO MSdoor dol err	Mail Slot Solenoid Error	AD	1 Insert a cartridge into the autoloader via the mail slot. Verify the solenoid is actuated and the door is free to open. 2 Power cycle the autoloader. 3 If all previous steps fail, contact Quantum Customer Support.
SRVO Initialize err	Servo Initialization Error	AE	 Run the Health test. Power cycle the autoloader. If all previous steps fail, contact Quantum Customer Support.
SRVO Event-1st err	Error Log Information Event	AF	1 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. 2 No action required.
PKR Rot Sensor bad	Rotation Sensor/Flag	В0	1 Run the Health test. Verify
PKR no Rot Flag		B1	rotation calibration is
PKR Rot Flag bad	Errors	B2	successful. 2 Power cycle the autoloader. 3 If all previous steps fail, contact Quantum Customer Support.
PKR Trans Sensor bad	Translation Sensor/	В3	1 Run the Health test. Verify

			3 If all previous steps fail, contact Quantum Customer Support.
PKR Rot cal lost	Rotation Position/ Lost Errors	В7	1 Run the Health test. Verify the picker rotates freely.2 Power cycle the
PKR Trans cal lost	Translation Position/	B8	autoloader.
			3 If all previous steps fail,
	Lost Errors		contact Quantum Customer
PKR Rot lost	Rotation Position/	В9	Support.
	Lost Errors		
PKR Trans lost	Translation Position/	BA	
I KK ITalis lost	Translation Tosition/	DA	
	Lost Errors		
PKR Rot pos error	Rotation Position/	BB	
	T		
DVVD T	Lost Errors	D.C.	
PKR Trans pos error	Translation Position/	BC	
	Lost Errors		
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	BE	1 If source was: • A magazine slot, check for
	Cartridge Error		magazine positioning errors. If magazine positioning errors occurred; perform the steps listed below in Magazine Positioning Errors. • The drive, check that the cartridge was properly ejected. • The magazine, retry the operation carefully ensuring
			proper insertion of the cartridge. 2 Run the Health test.

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

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

Magazine Cam Position Sensor Bad Magazine Cam Position Sensor Bad Magazine Cam Position Sensor Bad	Magazine Cam Position Sensor Bad	D2 D3 D4	 5 Replace the chassis/picker assembly. 1 Check the task ID in the error log to determine if the problem is the right or left magazine. 2 Remove and insert the magazine. 3 Try a different magazine. 4 Power cycle the autoloader. 5 If all previous steps fail, contact Quantum Customer Support.
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 D6 D7 D8 D9	-
Magazine Positioning Errors	Magazine Positioning	DA	1 Check the task ID in the

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

			contact Quantum Customer Support.
Time Zone Update Event	Time Zone Update	E8	No action required.
	Event		
Time Update Event	Time Update Event	E9	No action required.
Front Panel HW Error	Front Panel HW	EA	1 Run the Health test.
Front Panel HW Error	Errors	ЕВ	2 Power cycle the autoloader.
			3 If all previous steps fail, contact Quantum Customer Support.
Login/Password Error	Login/Password Error	EC	No action required.
Bar Code Reader Error	Bar Code Reader	F0	1 Run the Health test.
Bar Code Reader Error		F2	2 Remove magazines and
Bar Code Reader Error	Errors	F3	inspect labels. Verify labels
Bar Code Reader Error		F4	are good and reinsert. 3 Run Random
Bar Code Reader Error		F5	Load/Unload with labeled
Bar Code Reader Error		F6	tapes.
Bar Code Reader Error		F7	4 7 6 11
Bar Code Reader Error		F8	 4 If all previous steps fail, contact Quantum Customer Support.
Diagnostic Test Failure	Diagnostic Test	F1	1 Run the Health test.
Diagnostic Test Failure	Failure	F9	2 Power cycle the autoloader.
			3 If all previous steps fail, contact Quantum Customer Support.
Diagnostic Test Media Error	Diagnostic Test Media	FA	1 Verify the correct media is
Diagnostic Test Media Error		FB	present for the test. Rerun
Diagnostic Test Media Error	Error	FC	the test.
Diagnostic Test Media Error		FD	2 If all previous steps fail, contact Quantum Customer Support.