|  |  |  |  |
| --- | --- | --- | --- |
|  | Item description | Response | Status |
| 1 | If the robot will not respond to the command to raise the robot to the top, it will need to be manually pushed to the top (removing magazines and/or drives) – where will this be documented? | Documentation Center: <http://qsupport.quantum.com/kb/flare/content/Scalar_i3/docCenter/CRU_Remove_Robot.htm> | Closed |
| 2 | Stress in documentation that the top cover is NOT a load bearing surface – anything above the library needs to be self-supporting (nothing can rest on the top cover) | BOM update complete to add 3-07735-01 Warning label to top cover.Update completed in both install procedures and the CRU procedure when you replace the top cover. | Closed |
| 3 | Oracle sync in to Unity website? Is there an oppty?Update firmware version field in Oracle when a customer updates firmware | This is currently not available. Michael Krasilinec to determine feasibility across QTM products | Closed for Quattro |
| 4 | Can magazine eject operations be restricted? | Yes – If the Local UI (LUI) is configured for open access, meaning no PIN or login required, any magazine eject button push will cause the robot to eject the magazine. If LUI PIN or login/password access is configured to access the LUI, such credentials will be requested on the LUI whenever a magazine eject button is pushed and only valid credentials will cause the robot to eject a magazine. If a pin or login is not provided the request will time out and the magazine will not be ejected. | Closed |

|  |  |  |  |
| --- | --- | --- | --- |
| 5 | Is there an action for the push button on the drive sled? | Some customers will not return a drive with their tape in the drive. The eject button on the drive is too far back within the library to push manually. Explore a software-based option. Bugs created.Bug 62704 - Support parameter to force a drive unload/eject operationAfter testing the solution provided by IBM, we realized it did not work and we need to do a drive reset, followed by an eject operation again which has an effect of a forced eject. We will not provide a single command on the UI, but handle it with documenting the command sequence to first reset a drive, then issue an eject command. | Targeted for i2 Documentation per 62704  |
| 6 | Is there a Password back door for when Admin losses his password? Can we use something like i6k with customer available information? It is too expensive to dispatch a field engineer to site just to reset the admin password | No backdoor exists for customers that lock themselves out. Reset only available through the LUI if remote access is able to be opened. Consider option to implement a backdoor like i6k to reduce service calls. Ryan to review and add to next MRD. | Ryan Duffy to consider adding to next MRD |
| 7 | Service port access using Mac – need to confirm this was tested | Not an identified requirement for Quattro GA. Recommend adding test case based on MRD requirement.Bug 62144 created but solution needs more work. | Carsten working on strategy. Ryan Duffy to consider adding to next MRD |

|  |  |  |  |
| --- | --- | --- | --- |
| 8 | When using the module-to-module slider, which LED comes on? The module above? The module below?  | The one below. See photo below.Proper module-to module connection LED illumination to indicate proper module connection:Module to module connection indication start in the CM, such that the CM if installed by itself, illuminates its backplane connection LED and if additional modules connect above or below the CM, each additional EM will illuminate its LED if the module is properly connected.  | Closed |
| 9 | Request to Enhance readme file details re: files in snapshot – especially the sections of pg\_dump | Bug 62143 submitted and fixed in Quattro 1.1 | Closed |
| 10 | Add configuration record in the snapshot with standard layout | Bug 62798 submitted, verified fixed in Quattro 1.1.1.  | Closed  |
| 11 | Need to enhance the filters on the drive/media heat map | Bug 61926 - AR Reports: Media Barcode and Drive SN wildcard filter does not work.Bug 58774 - Support new drive/media issue TIMELINE charting | Currently tracked per CRB:61926 – working as defined. WS work required. Enhancement should be defined in the next MRD.58774 – Targeted for WebGui 1.4 |
| 12 | Add RAS error/repair pages to CSWeb | Included in Error Code Lookup Tool (ECLT) on CSWeb | Closed |
| 13 | Adding warning to CRU docs that SCB, ROBOT, CHASSIS should not be replaced at the same time. Acts like a new system. If you do, restoring the save config bring things back.  | Warning added to Documentation Center for SCB, Robot.WARNING: The SCB, robot and CM chassis can only be replaced one component at a time. The library must be power cycled between each replacement procedure | Closed |
| 14 | Research drive log clean-up parameters after auto-collection. How long will logs be valid? | When are automatically captured drive dumps deleted? The library retrieves a single drive dump for the first reported tape alert per drive mount session. The library controller reserves space for up to 50 MB of combined drive dumps to be stored for all drives. Once drive dumps use the provided space, any new drive dump retrieval will cause the oldest drive dump to get deleted. This means that once drive dumps are automatically retrieved, there will always be drive dumps present on the system, but they can be fairly old and irrelevant and only get deleted if newer ones are captured. Drive dumps that a user retrieves through a UI or Web Services request are not saved on the library controller but pulled from the drive and then mailed or saved. Only automatically retrieved drive dumps are captured in the library controller’s file system space.When are ‘core’ files deleted? Library core files are deleted whenever a full snapshot collects it. If a core file is created when one already existed (not retrieved with full snapshot yet), the existing core file is replaced. Only one core file can ever be present on the library controller. | Closed |
| 15 | Does the documentation center need identified alpha/numeric steps? | Team review complete. Disposition is that alpha numeric steps with not be used. The website design implemented best practices URL breadcumbs to navigate to specific pages. | Closed |
| 16 | Meeting for TPMs to establish training | Team reviewed. Documentation center and appraisal test are sufficient. | Closed |
| 17 | How will TPMs use the documentation, make sure they have the correct version procedure. | Any customer will have access to the latest Documentation Center. As additional versions are made available, they will be able to download earlier versions of the Help Bundle. | Closed |
| 18 | Confirm we can have a FE be on wireless or hotspot while connected to the service port. We do this all the time with the other libraries. | Engineering confirmed yes. One can keep their Ethernet and Wifi connections on the laptop active without any problem. It may be necessary to configure the connection to use stateless auto configuration, but on all versions of Windows this is the default. | Closed |