

Plasmon Archive Appliance

Product Release Notes

Release Details

Release Name:	UDO Archive Appliance
Release Note Number:	RNote149
Release Version:	4.08.21
Release Date:	26 th November 2007
Release Type:	Full
Supported Platforms:	Plasmon UDO Archive Appliance
Archive Controller Version:	Winboard, Foundation, Supermicro
UDO Drive Firmware Version:	UDO1: U05, U05a UDO2: W04a
Library Firmware Versions:	Gx-Series: G05b, G05c, H06b, H06c Enterprise-G Series: v6.00, v6.10
Documentation Versions:	Quick Start Guide (810-102533-00 Rev C) Administrator's Guide (810-102532-02 Rev A) Operator's Guide (810-102534-01 Rev A)
Installation Notes:	Users can upgrade the Archive Appliance Express to v4.08 from these earlier releases: <ul style="list-style-type: none">• 4.06.19• 4.06.19 PL1• 4.06.19 PL2• 4.06.19 PL3• 4.06.19 PL4• 4.06.19 PL5• 4.07.13• 4.07.13 PL1 <p>Note: Users must run the software upgrade while booted in Maintenance mode.</p>

Product Enhancements

This section of the Release Notes document new features and enhancements applied to the product since the last major release of v4.07.13.



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New Feature/Enhancement:	Description/Benefit:
Replication	Users can now replicate data on archives and unmanaged volumes. A once-daily replication job ensures that all files and directories created or changed on one volume will be copied to a second volume. The source and target volumes can be co-located on a single Appliance, or distributed across two separate Appliances. Refer to the UDO Archive Appliance (or Archive Appliance Express) Administrator's Guide for more information on the use of this feature.
UDO and Library Logs	The Appliance GUI can now collect logs from the UDO drives and library.
Archive Initialisation Policy	A new archive will not be initialized until at least one file has been written to the archive and has been included in a migration job (note: directories do not count as files in this context). Until this occurs, no UDO media will be assigned to the archive's data pool or pools. This enhancement allows users to experiment with creating and deleting an archive without having to commit any UDO media to it.
Media Management	Offline Media Management has been extended to support Compliant WORM media. Users can now configure media pools in CWO archives to use the same OMM policies as for WORM archives.

Product Bug Fixes

This section of the Release Notes document bug fixes applied to the product since the last major release of v4.07.13.

Alerts and Notifications

Area of Bug Fix:	Details:
Alert 304 (dirty media) mentions library keypad (Bug ID 10470)	Issue: The email alert sent for dirty media has instructions to eject media for cleaning using the library keypad. There is no keypad on the AAE. Resolution: Eject media directly from the UDO drive.

Backup and Recovery

Area of Bug Fix:	Details:
Recovery from Backup (Bug ID 11536)	Issue: A full recovery from backup generates spurious 'Media Offline' and 'Media Online' notifications for each UDO disk in the Appliance. Resolution: These alerts are no longer generated during recovery. Fixed in releases v4.08 and higher.



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Area of Bug Fix:	Details:
GUI Recovery from Backup Error (Bug ID 11969)	Issue: During the "restore - preparing" phase of a recovery from backup operation, the GUI temporarily displays recovery failed with the status text "SysMan command failed. See sysman.log". This bug has no functional impact on the recovery, but it could be misleading to the operator. Resolution: The GUI no longer duplicates the SysMan command during this phase of the recovery. Fixed in releases 4.08 and later
Cannot run recovery from backup after software upgrade (Bug ID 12258)	Issue: Users cannot run recovery from backup after upgrading Appliance software until a full backup has been run on the system. Resolution: The upgrade process now configures the Appliance to run a full backup the next time a backup job is invoked either manually via the 'Data Protection – Backup' page or when the next scheduled backup is run.

Data Migration and Recall

Area of Bug Fix:	Details:
SSM Migration (Bug ID 12053/11687)	Issue: In the event of SCSI write failure during SSM migration, data in the UDO drive cache are not properly migrated to UDO media. Resolution: This bug was introduced in 4.07.13 and fixed in releases 4.07.13PL1 and higher. The bug does not impact users running any AA releases other than v4.07.13.
FSC Consistency Check (Bug ID 12054/11893)	Issue: FSC consistency check does not detect invalid dlcType. Resolution: This bug has been addressed in releases 4.07.13 PL1 and higher.
SSM Migration (Bug ID 12207/12181)	Issue: SSM sometimes writes an extra data block to UDO media after it has been closed, resulting in spurious log ERRORS during FSC updates. This is an issue only when the 'no file splits' option is configured on an archive. Resolution: This bug has been fixed in releases 4.07.13PL1 and higher. The bug does not impact users running any AA releases other than v4.07.13.
Migrating parent directories (Bug ID 12182)	Issue: The Archive Appliance sometimes migrates files or directories before their parent directory. If recovery from media is subsequently run, these items will be placed in the root directory of the archive. Resolution: The migration process has added logic to ensure that parent directories are migrated with their children files and folders. This fix has been applied in releases v4.08 and higher.
SSM Migration (Bug ID 12209/12195)	Issue: The 'No file splits' option was not implemented for data migrated during 'migration copy' jobs. Resolution: This bug was introduced in 4.07.13 and fixed in releases 4.07.13PL1 and higher. The bug does not impact users running any AA releases other than v4.07.13.



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Device Management

Area of Bug Fix:	Details:
Drive discovery during reboot (Bug ID 12185)	Issue: The Archive Appliance can sometimes fail to discover all physical disks during system reboot, resulting in a degraded RAID. Resolution: A retry procedure has been added to the boot sequence to ensure that all functioning drives are discovered during bootup.

File Systems

Area of Bug Fix:	Details:
XFS File System (Bug ID 12037)	Issue: Writing to an archive under heavy load - i.e., during a sustained write of more than 10,000 files at > 7 files/second - can cause file corruption. Resolution: The issue has been resolved in 4.06.19 PL5 and higher by patching the XFS file system module.

Kernel

Area of Bug Fix:	Details:
AIC79xx SCSI Driver (Bug ID 11672)	Issue: SCSI driver aic79xx v1.3.10 can cause bus resets on AA12 controllers under the following conditions: a) The Archive Appliance scans large numbers of blank media Or b) The Archive Appliance recalls several hundred thousand small files (approximately 1KB) This issue does not impact Appliances with integrated (Winboard/A2) controllers. Resolution: The aic79xx driver has been upgraded to v2.0.12 in AA releases v4.08.17 and higher.

Media Management

Area of Bug Fix:	Details:
Dirty UDO Media (Bug ID 11392/11828)	Issue: The Archive Appliance does not accurately determine when UDO media are dirty. Resolution: This issue has been fixed in v4.06.19 PL5 and all higher releases. Now, media will be marked dirty under two conditions: a) When for a statistically significant sample size, the write relocation rate is higher than 5%, Or b) When for a statistically significant sample size, the read retry rate is higher than 20%.



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Area of Bug Fix:	Details:
GUI 'Storage – Media Requests' page (Bug ID 11874)	<p>Issue: The Storage - Media Requests page is not always updated correctly when requested media have been returned to the library. Media requests are not removed from request cache if the alert that registers the change in media location is received when the medium is not actually in the drive.</p> <p>Resolution: Requests are now removed from the cache when the media has been returned to the library.</p>

RAID and Volume Management

Area of Bug Fix:	Details:
Storage volume management (Bug ID 11950)	<p>Issue: The Archive Appliance does not allow users to create unmanaged volumes that are smaller than 20GB.</p> <p>Resolution: With releases v4.08.xx and higher, the minimum size for an unmanaged volume has been changed to 1GB (1024 MB).</p>

System Management

Area of Bug Fix:	Details:
Reset System (Bug ID 11426)	<p>Issue: Running reset_system will not delete the link /etc/samba/smbpasswd, if one exists. Subsequent software upgrades will fail if run in 'no force' mode and if the 'samba' rpm is part of the upgrade.</p> <p>Resolution: The link is now deleted. Fixed in releases v4.08 and higher.</p>

Time and Date

Area of Bug Fix:	Details:
Time and Date Configuration (Bug ID 11696)	<p>Issue: Certain Archive Appliance GUI pages do not consistently update time, date, and timezone changes applied to the system, even after reboot.</p> <p>Resolution: The issue was introduced with Year 2007 changes to Daylight Savings Time in the U.S.A., and has been resolved in v4.08.xx and higher.</p>
Time Synchronization (Bug ID 11750)	<p>Issue: The Archive Appliance does not synchronize its system clock with a Domain Controller (DC) if the time difference is less than 5 minutes.</p> <p>Resolution: The Appliance now synchronizes with the DC when it joins the domain.</p>

User and Group Management

Area of Bug Fix:	Details:
Active Directory Discovery (Bug ID 11751)	<p>Issue: The Archive Appliance will report an incorrect connection status to an Active Directory domain when a large number of domain controllers exist.</p> <p>Resolution: The DNS query buffer has been expanded to accommodate large numbers of domain controllers.</p>



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Area of Bug Fix:	Details:
User Authentication for shares access (Bug ID 12222)	<p>Issue: Users who belong to more than 32 groups are denied access to shares on the Archive Appliance. The root cause is a kernel limitation wherein all group information is discarded when more than 32 groups are found during user authentication. If no group information is available, then the Appliance cannot confirm the user's group-level permissions on file system objects.</p> <p>Resolution: The system now saves the first 32 groups discovered during user authentication. Plasmon support can also customize, if necessary, the set of 32 groups used for access authorization. Users should contact Plasmon support if they believe that this will be an issue in their environments.</p>

Known Issues and Product Notes

Alerts and Notifications

Issue:	Details and Workaround:
SNMP Configuration (Bug ID 11618)	<p>Issue: The Test action for SNMP configuration always succeeds, even when the trap receiver is not accessible over the network.</p> <p>Workaround: This behaviour is by design b/c SNMP runs over UDP. Users should always check the test results at trap receiver.</p>

Backup and Recovery

Issue:	Details and Workaround:
Restore doesn't restart network and NTP services (Bug ID 9421)	<p>Issue: Following a restore the network and NTP configurations are restored, but the services are not restarted.</p> <p>Workaround: Start services manually.</p>
No file system recovery during power failure (Bug ID 9440)	<p>Issue: Following a power failure during a file system recovery, the file system is not recovered but successful file system recovery is reported.</p> <p>Workaround: Restart recovery in the GUI after deleting: <code>/var/opt/ssm/tmp/.<archivename>_ssmfs_recover</code></p>
Recovery from Media, Full Recovery from Backup (Bug ID 9534)	<p>Issue: During the media resynchronization phase of a full recovery operation, the totals for media completed and media left to resynchronisation are incorrectly displayed in the GUI. Totals are displayed correctly once the resynchronization is complete.</p> <p>Workaround: None.</p>
Recovery – Failure to Create Archive Volume (Bug ID 9825)	<p>Issue: Recovery can fail during volume creation phase. This is a race condition that can happen when the user navigates from the 'Recovery' page in the GUI to the Storage - RAID's page while a recovery is in progress.</p> <p>Workaround: Do not navigate the GUI while running a recovery operation.</p>



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Issue:	Details and Workaround:
Using WORM Media type for Backup (Bug ID 11203)	<p>Issue: If a user adds a Backup disk through the keypad that is not of type RW, then the Archive Appliance will not handle this event gracefully. The disk will be marked unreliable only when a backup has been attempted and failed. The root cause of the failure will be shown in the 'backup.log' file, but it will not be displayed in the GUI or via the notification system.</p> <p>Workaround: If a backup fails, eject all unreliable media through the keypad and verify that only RW media belongs to the Backup pool.</p>
Power failure during full recovery from backup (Bug ID 11365)	<p>Issue: If power fails on an Appliance during the resynch stage of a full recovery from backup, then after reboot, the system will not be able to continue the recovery.</p> <p>Workaround: Follow these steps to workaround the issue:</p> <pre> ssm stop rm -f /var/opt/ssm/lock/* rm -f /opt/jakarta- tomcat/webapps/ROOT/recoverySession /etc/init.d/jsp_init stop /etc/init.d/jsp_init start </pre> <p>Then run full recovery from backup.</p>
GUI: Data Protection -> Backup Page (Bug ID 11515)	<p>Issue: The Date Protection -> Backup page shows that a backup has completed even though it failed due to media errors. However, correct information is sent to user via the Appliance's notification services.</p> <p>Workaround: none.</p>
Recovery from Backup (Bug ID 11547)	<p>Issue: On a multiple archive system, the GUI can offer users the option to perform a FSC recovery of a single archive when it shouldn't. This situation can occur when a full recovery from backup is interrupted and the system is rebooted before all media in all of the archives have been resynchronized.</p> <p>Workaround: Do not interrupt the Resync operation. If it is interrupted, re-run the resync until all media have been read.</p>
Backup Scheduling (Bug ID 11603)	<p>Issue: After a user changes the time zone or the system time, the backup jobs will continue to run at the previous time setting until the 'crond' daemon has been restarted.</p> <p>Workaround: For users who do not have access to CLI utilities on the Archive Appliance, restarting the crond daemon requires a system reboot.</p>
Recovery from backup fails if backup is running (Bug ID 11614)	<p>Issue: Recover from backup fails if started when a backup is running.</p> <p>Workaround: Check that no backups are running before attempting recovery.</p>
Recovery from Backup (Bug ID 11632)	<p>Issue: Recovery from backup fails if network connection on Archive Appliance is disrupted.</p> <p>Workaround: restore the network connection and re-try the recovery.</p>
Data Protection – Backup page (Bug ID 11927)	<p>Issue: The 'Data Protection - Backup' page reports failed jobs as 'Complete'.</p> <p>Workaround: Users should check 'Last Successful Backup' times to verify that backups are occurring as scheduled.</p>



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Issue:	Details and Workaround:
Full 'ssmvar' volume during recovery from media (Bug ID 12217)	Issue: During full system recovery from media, the /var/opt/ssm/ volume can become full. This causes longer recovery times and can result in UDO media being marked as 'DIRTY' or 'UNRELIABLE' Workaround: After recovery has completed, remove the media from the library as if to clean them and then re-insert them.
Cannot remove Dirty media during recovery from media (Bug ID 12243)	Issue: The keypad does not eject UDO media for cleaning when they have failed to be resynched and have been marked as 'DIRTY' during a recovery from media operation. Workaround: Mark the UDO media as 'unreliable' at the CLI, and then use the keypad to eject the disk.
Replication service is not started after successful recovery from backup (Bug ID 12245)	Issue: The Replication service is not restarted automatically after a recovery from backup operation. Workaround: Restart the replication service in the System - Services page.

Data Migration and Recall

Issue:	Details and Workaround:
File Release Latency (Bug ID 10460)	Issue: Archive Appliance exhibits high file release latency during periods of high CPU usage by SSM processes. Intensive writes to the user archives during data migration could result in file release delays. Possible impact: migrations and recalls will be suspended until the files are released. Workaround: reduce utilization to a safe margin (under 75%) by expanding the archive or by reducing both the high and low 'watermarks' for cache utilization.
GUI status page timeout. (Bug ID 10467)	Issue: The System -> Status page GUI can display a timeout error while writing large files (approx. 1GB) if the system is very busy. Workaround: Refresh the GUI page.
Migration can stop if ssmlog volume reaches 100%. (Bug ID 10725)	Issue: If the ssmlog volume becomes full it is possible that migrations may stop. There is a background process that deletes old logs files when the volume fills up so this situation should never occur. In the development of the software this condition was observed when debug was left running. Debug logs are not deleted by the background log process. Workaround: Delete the file(s) causing the volume full condition and restart ssm or reboot the system.
Deleting Parent Directory During Recall Causes SSM Service Failure (Bug ID 11336)	Issue: HSM fails if a user deletes a file's parent directory after initiating a recall for that file. Workaround: Restart the SSM service in the System - Services page in the GUI.

Device Management

Issue:	Details and Workaround:
GUI – Storage Devices – UDO Changer Info Page (Bug ID 10961)	Issue: The GUI displays library SCSI addresses in 'hexadecimal format' and does not show the library firmware version in the 'Diagnostics-Storage Devices-UDO Changer Info' page. Workaround: this information is shown correctly in the 'Diagnostics - System Information - SCSI' page.



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Issue:	Details and Workaround:
UDO Drive Configuration via Library Keypad (Bug ID 11106)	Issue: Changing the scsi address of the drive from the Appliance's keypad (using Drive addresses option) puts the drive into error. Workaround: Reboot the Archive Appliance after performing this action.
UDO1 to UDO2 Drive Upgrade (Bug ID 11591)	Issue: The presence of media in a 'needs scanning' state could cause the 'close-udo-1' utility to fail. Failure will occur if the user accepts the 'Eject all failed media' prompt while a scan job is running on that media. Workaround: After starting the 'close-udo-1' utility, monitor the system jobs list for scan jobs for about 10 minutes. If any of these jobs appear, allow them to complete before proceeding with the 'Eject all failed media' operation.
Library Configuration (Bug ID 11698)	Issue: Changing the SCSI ID of the Archive Appliance Library via the keypad will cause the Library Agent to fail. Workaround: Reboot the Archive Appliance after making such a change.
UDO Log Collection (Bug ID 12115)	Issue: Users cannot collect UDO logs from devices that are offline, disabled, or in an error state. The GUI will instead return the error 'Invalid arguments (240002)'. Workaround: Attempt to recover the drive either by enabling it in the 'Diagnostics - UDO Drives' page or by rebooting the system.

File Systems

Issue:	Details and Workaround:
Viewing File Properties (Bug ID 2969)	Issue: Viewing the properties of a file with filename less than 8 characters via Windows Explorer or My Computer results in the recall of that file. Workaround: None
Files can be deleted from a WORM file system (Bug ID 9098)	Issue: After file system recovery, any file can be deleted from a WORM file system during the timeout period. Workaround: Wait for timeout period to expire before bringing file system online.
Archives Shared over NFS or FTP might not mount properly. (Bug ID 11442)	Issue: Archives shared over NFS or FTP do not mount automatically after this sequence: 1. Create NFS or FTP SSM shares. 2. Stop NFS and FTP services. 3. Stop SSM. 4. Start NFS and FTP services. 5. Now start SSM, and you will see SSM shares will not be mounted automatically. Workaround: Stop NFS and FTP services, start SSM, and then start NFS and FTP services.
CIFS/SMB Scalability (Bug ID 12062)	Issue: The Archive Appliance does not allow users to create or copy file names longer than 99 characters in the unicode character set on file systems shared over CIFS/SMB. Workaround: None.



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Issue:	Details and Workaround:
Editing NFS shares (Bug ID 12085)	Issue: Saving edits to an NFS share in the Network - Shares page causes the GUI to hang when a host to which the Appliance cannot connect is listed in the 'allow hosts' field. Workaround: The root cause is a reload of NFS parameters that does not return a status to the GUI due to the non-existent host connection. Wait 5 minutes, close the GUI's browser, and re-login to the GUI.

Keypad

Issue:	Details and Workaround:
Keypad Error Handling (Bug ID 10344)	Issue: Keypad displays incorrect error message ('not UDO media') if library fails to add a disk via mail slot due to hardware error. Workaround: none.
Keypad Daemon does not start (Bug ID 11107)	Issue: The keypad daemon cannot be started at the command line if a UDO drive is in an error state. Workaround: Resolve the drive error and restart SSM, or reboot the Archive Appliance.

Media Management

Issue:	Details and Workaround:
Media Management for Damaged UDO Disks (Bug IDs 6535, 10415)	Issue: The product does not post informative status information to the Web UI's System – Status page, nor does it send email notifications in the event that it cannot read a damaged UDO disk. Workaround: None
No write failure on GUI for write protected media (Bug ID 10468)	Issue: If a migration fails to a write protected media there is no indication on the GUI that a failure has occurred. Workaround: None
GUI – Storage -> Media Request page (Bug ID 10507)	Issue: The Storage -> Media Request web page will display media requests for recall jobs that have been aborted. Workaround: none. This behaviour is by design so that users can see the history of unfulfilled media requests (recall jobs abort automatically if not completed within 24 hours)
UDO1 media initialisation not handled gracefully in UDO2 drive. (Bug ID 10577)	Issue: If an open UDO1 media is loaded for initialisation in a UDO2 drive the job will fail but the media will repeatedly move between the spare pool and the data pool failing to initialise each time. Workaround: There is no workaround for this. Blank UDO1 media should not be inserted in a UDO2 drive.
Media Resync for Disks from 'Open Offline' Pool (Bug ID 11202)	Issue: Users can perform 'recovery from media' operations for archives that contain an Open/Offline pool. After recovery completes, however, if a user adds an open disk from this pool to the system via 'direct slot access', then it will not be automatically synchronized. Workaround: do not use 'direct slot access' to add disks of this type to the Archive Appliance. Use the keypad instead.
Offline Media Management policy information (Bug ID 11337)	Issue: Disabling an archive's Primary pool does not update the 'Offline policy' GUI page properly. Workaround: enable the Primary pool again to see the correct OMM Policy settings.



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Issue:	Details and Workaround:
Spare media count in the System – Status page (Bug ID 11557)	Issue: The System - Status page displays count of Spare media + Free media in the Spare Media field, when it should show only Spare media counts. Workaround: The correct counts are shown in the Storage - Online Media page.

Network Configuration

Issue:	Details and Workaround:
IP Configuration via Keypad (Bug ID 11183)	Issue: Active IP address cannot be set or seen in the library keypad when the eth0 network interface is disabled and eth1 is enabled. Workaround: use the Serial Console or the GUI to manage IP addresses.
Network - IP Configuration (Bug ID 11944)	Issue: After changing an Appliance's IP address through the 'Network - Configuration' page, notifications continue to print the old address. Workaround: Change the Appliance's host name, save, and return to previous host name.

RAID and Volume Management

Issue:	Details and Workaround:
Appliance Suspends Core Operations when 'ssm-part' volume is full. (Bug ID 11193)	Issue: The Archive Appliance will suspend migrations, recalls, or backups when the /var/opt/ssm/part volume becomes 95% full. Users will receive a notification in this event. Workaround: On A12 systems, the user can expand the 'ssm-part' volume. On A2 systems, this is an indication that the Appliance has reached operating capacity. Contact Plasmon Technical Support should this event occur.
Storage – Volume Properties (Bug ID 11783)	Issue: The Storage - Volumes - Volume Update - Archive page displays Available Cache Space as 1PB when the RAID volume is 100% full and there is not enough UDO media to migrate files. Workaround: Add enough UDO media to the Appliance to allow migrations to continue.
Storage – Volume Creation (Bug ID 11824)	Issue: GUI displays cryptic error when user attempts to create a storage volume with illegal characters in the name: "CORBA::INV_OBJREF#IDL:omg.org/CORBA/INV_OBJREF:1.0" Workaround: Use only supported characters in the volume name: '0-9', 'a-z', and 'A-Z'
Deleting archive volumes (Bug ID 12225)	Issue: The Archive Appliance allows users to delete archives when the Storage Services are not running. Doing so will leave configuration information about the archive in the system. Workaround: Storage services must be running before a user deletes an archive.



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Replication

Issue:	Details and Workaround:
Replication Logging (Bug ID 11829)	Issue: The replication log /var/log/_rep_<ArchiveName> reports transfer size and rate for compressed data. The log therefore does not reflect the true size or speed of a data replication job. Workaround: None. This information is provided for user reference.

Software Installation and Upgrade

Issue:	Details and Workaround:
Installation/Upgrade (Bug ID 10797)	Issue: When installing or upgrading software on an Archive Appliance v4.03.xx or later, an 'rpm' process occasionally hangs. Users will see this in the GUI as a 'stalled' install where the status bar stops showing progress. Workaround: These occurrences are uncommon. Reboot the system and re-try the software installation or upgrade.
Firmware upgrades overwrite 'Patch' versions. (Bug ID 11875)	Issue: Installing drive or library firmware via the System - Update page resets the 'Patch Version' field to 0001 in the Diagnostics - System Information page. Workaround: None.

System Management

Issue:	Details and Workaround:
A12 Appliances do not shut down properly. (Bug ID 9594)	Issue: A12 Appliances do not always shut down completely when a shut down is initiated via the keypad or GUI. Workaround: After initiating shut down from the keypad or GUI, hold down power button on the library's front panel for 5 seconds or more.

Time and Date

Issue:	Details and Workaround:
GUI Time and Date Display (Bug 10372)	Issue: Due to a known issue in IE6, the menu drop down in the System – Time & Date page will temporarily obscure elements on the page. Workaround: Close drop down menu when finished with required task.
Time zone change not shown in keypad (Bug ID 11201)	Issue: Time displayed in the Appliance keypad is not updated when the user changes the time zone for the system. Workaround: Restart the Keypad service through the 'System - Services' page in the GUI.



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User and Group Management

Issue:	Details and Workaround:
Incorrect LDAP server password causes drop in performance for network share and admin tool access. (Bug ID 10927)	Issue: Setting an incorrect password for the LDAP server can cause a drop in performance for share access. Workaround: Correct the LDAP password.
Authentication (Bug ID 11471)	Issue: Users who are not 'admin' but who have full administrative permissions cannot login to the GUI when the Archive Appliance is running in MAINTENANCE mode. Workaround: login as the 'admin' user.
Authentication (Bug ID 11474)	Issue: Changing a user's password in the Network – Users-Update page (NORMAL mode) will cause unpredictable authentication issues when running in MAINTENANCE mode. This issue has been observed in Mozilla Firefox browsers only. Workarounds: 1. Remove any saved passwords for the system: 'Edit -> Preferences -> Security -> Passwords -> Show Passwords'. 2. If solution 1 does not work, clear the cache: 'Edit -> Preferences -> Advanced -> Network -> Cache -> Clear Now'.
Authentication (Bug ID 11539)	Issue: Users with 'Web Administration - View Only' permissions cannot access some information through the GUI that should be available. These include the System - Status page, the System - Services page, the Diagnostics - Systems Job page, and the Storage - Media Requests page. Workaround: Login as a user with full administrative rights when viewing these pages.
Display scalability of Network – Users page (Bug ID 11769)	Issue: The 'Refresh' button in the Network - Users page does not always retrieve all users from large Active Directory or LDAP databases. This can happen on networks with high latency or if the winbind connection is not available. Workaround: Retry the 'Refresh' operation. This issue does not affect the ability of users to connect to the Archive Appliance.

Web API

Issue:	Details and Workaround:
WebService API Reports Dirty Media as Good (Bug ID 11414)	Issue: Media status queries through the Web API service reports that 'Dirty' media is 'good'. Workaround: Check for dirty or failed media in the library keypad or the GUI.
Web API Service (Bug ID 11508)	Issue: File names with chinese/hindi characters on AA shares cause the Filestatus API call to fail. Workaround: none.



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Web UI

Issue:	Details and Workaround:
Browser caching causes failure to log into maintenance mode GUI after rebooting from normal mode. (Bug ID 10845)	Issue: When logging into the normal mode GUI the following URL is used to open the status page – http://<hostname>/Login.do. In maintenance mode the URL is http://<hostname>. Under some circumstances (as yet not understood) when logging into maintenance mode the browser will cache the Login.do address (which doesn't exist in maintenance mode) and fail to open the page. Workaround: The workaround is to specify a specific maintenance mode page in the URL. For software upgrade use – http://<hostname>/software.
GUI – Storage – Media pages (Bug ID 11278)	Issue: Storage - Media pages in the GUI will not paint correctly if the user clicks on the 'refresh' button continuously without waiting for the GUI to respond. Workaround: none.
GUI: Storage -> Online Media Page (Bug ID 11496)	Issue: The GUI displays an ivd-error if the Storage -> Online Media page is refreshed immediately after adding a Data Disk through the Archive Appliance's mailslot. Workaround: Allow a minute for the Appliance to update its resource management records before refreshing the GUI page.
GUI: Storage -> Offline Media Page (Bug ID 11511)	Issue: Refreshing Offline Media page results in Struts exception when Storage services are not running. Workaround: Start Storage services in the System – Services page.

Product Notes

Product Note:	Details:
Adding pools to an archive is no longer supported. (Change ID 11268)	Because of the new Migration Copy feature introduced in v4.07.xx, users no longer have the option to add pools to an archive. If this option were not disabled, then the addition of an archive pool would trigger the re-migration of all files on the archive to the new pool.
Port 8080 is still accessible through the GUI when the port number has been changed. (Bug ID 10933)	If the port number of the GUI is updated through the personality, port 8080 is still accessible.
Archive settings can be altered during a recovery. (Bug ID 10928)	During a recovery it is inadvisable to change any of the archive settings; however the GUI will allow this.
Changing the gateway via a personality is applied immediately. (Bug ID 10945)	If the gateway is changed via a personality it will be applied immediately. If you are connected to the GUI from a different subnet the connection will be lost. IP and net mask changes are not applied immediately and require a reboot to come into effect. In both cases all of the settings are applied correctly.
Backups are not forwards compatible (Bug ID 11498)	Backups taken on a given version of the Archive Appliance cannot be used to recover later versions of the system. For example, a backup taken on a v4.06 system cannot recover the system once it has been upgraded to v4.07. If attempted, the ssm services will fail silently. Always ensure that a new, full backup is run after upgrading the AA software.



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