



Release Notes

Product	StorNext® Timecode-Based Partial File Retrieval 1.0.2
Date	October 2011

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Purpose of This Release

StorNext Timecode-Based Partial File Retrieval (PFR) enables you to quickly retrieve and utilize segments of large media files— rather than the entire file— based on timecode parameters.

This maintenance release includes bug fixes, and also corrects issues identified in the previous release. (See [Resolved Issues](#) for a list of specific issues corrected.)

Visit <http://www.quantum.com> for additional information about StorNext and previous releases.

Supported Platforms

At this time Timecode-based Partial File Retrieval is supported only on the following platforms.

The PFR Server and Transfer engine can be installed on the following platforms:

- Windows 2003 Server R2 SP2 32-bit and 64-bit
- Windows 2008 Server R2 64-bit

PFR clients (Status GUI) can be installed and run on the following platforms:

- Windows 2003 Server R2 SP2 32-bit and 64-bit
- Windows 2008 Server R2 64-bit
- Windows XP
- Windows Vista
- Windows 7

Requirements and Prerequisites

In order to use PFR, your metadata controller must meet the following requirements:

- You must be using StorNext version 3.5.1 or greater, or version 4.0.0 or greater
- File System-only configurations are not supported
- SNAPI must be installed
- High availability configurations are supported but not required

On the PFR server you must meet the following requirements:

- Bonjour must be installed
- VMware must be installed
- The “VM w/ SNAPI and PFR Linux Component” must be installed to enable communication between the PFR server and the StorNext API
- For more information about Bonjour, VMware, and the “VM w/ SNAPI and PFR Linux Component,” refer to the *Timecode-Based Partial File Retrieval User’s Guide*.

Note: QuickTime does not need to be installed to run PFR.

For detailed information including which StorNext components are supported for the above operating systems, refer to the “StorNext Supported Platforms” document for StorNext 4.2 available at this location:

<http://www.quantum.com/ServiceandSupport/SoftwareandDocumentationDownloads/SNMS/Index.aspx?whattab=Fifth#compatibility>

Codecs

Segments of large media files that have been archived to tape using StorNext Storage Manager can be requested using a simple XML request file. Timecode-Based Partial File Retrieval instructs StorNext to retrieve only the necessary portion from tape, and then presents that segment as a complete MXF or QuickTime file.

Following is a list of MXF and QuickTime file and media formats that have been tested with Partial File Retrieval:

Codec	NTSC	PAL	720p/50	720p/59.94	1080i/25	1080i/29.97
DV25	✓	✓	n/a	n/a	n/a	n/a
DVCPro	✓	✓	n/a	n/a	n/a	n/a
DVCPro50	✓	✓	n/a	n/a	n/a	n/a
DVCPro HD	n/a	n/a	✓	✓	✓	✓
IMX 30	✓	✓	n/a	n/a	n/a	n/a
IMX 40	✓	✓	n/a	n/a	n/a	n/a
IMX 50	✓	✓	n/a	n/a	n/a	n/a
MPEG2 I-Frame	n/a	n/a	✓	✓	✓	✓
MPEG2 Long GOP @ 25 Mbps	✓	✓	✓	✓	✓	✓

Codec	NTSC	PAL	720p/50	720p/59.94	1080i/25	1080i/29.97
MPEG2 Long GOP @200 Mbps	✓	✓	✓	✓	✓	✓
ProRes 422 (Proxy) ProRes 422 (LT) ProRes 422 ProRes 422 (HQ) *	✓	✓	✓	✓	✓	✓
XDCAM 35	n/a	n/a	✓	✓	✓	✓
XDCAM 50	n/a	n/a	✓	✓	✓	✓
DNxHD 120/145	n/a	n/a	MXF only	MXF only	MXF only	MXF only
DNxHD 185/220	n/a	n/a	MXF only	MXF only	MXF only	MXF only
DNxHD 185(x)/220(X)	n/a	n/a	MXF only	MXF only	MXF only	MXF only

* All ProRes codecs also support the following in addition to the values listed in the table: 1080p/23.976, 1080p/25 and 1080p/29.97.

File Format Specifications

This section contains information about QuickTime and MXF specifications as they pertain to the Partial File Retrieval feature.

QuickTime Specification

For ProRes, PFR 1.0.2 writes QuickTime-compliant files with QuickTime specification 2010-05-03.

Note that compliance alone does not guarantee playback in other devices. PFR 1.0.2 was evaluated with QuickTime Players version 7 and 10, and with Final Cut Pro.

MXF Specification

PFR 1.0.2 writes IMX according to SMPTE 386M D-10, and other MXF formats according to SMPTE RDD9.

Note: There may be differences between what the camera generates and what PFR 1.0.2 generates.

Installation Notes

Before you install Timecode-Based Partial File Retrieval, read the installation-related information in this section.

- On Windows 2008 Server, you must install .NET Framework 3.5.1 via the Server Manager Features menu prior to installing PFR
- Before installing PFR, turn off "User Account Control" from the Control Panel Users menu
- During PFR installation, there may be login prompts "hidden" behind progress windows that require user input. If PFR installation progress halts, move the progress window aside to reveal the login prompt.

Resolved Issues

This release of StorNext Timecode-Based Partial Retrieval includes corrections for the following issues.

Change Request Number	Description
35598	In rare cases, the partial request XMLs do not make it into the correct success or failure folder after being processed or they may be deleted.
35646	PFR Index Engine fails to detect the end of file for some files.
35649	PFR Indexer crashes due to multiple threads accessing the same file.
35650	MXF wrapper Object Model Version has the incorrect value.
35651	Cannot import PFR files into Media Composer.
35652	Cannot use files from PFR for use in Avid or Apple Final Cut Pro.
35653	Partial File Restore functionality fails on requested subclips claiming that the start and end request parameters are out of bounds, when they clearly are not.
35655	When IMX media that was originally marked as 16:9 is retrieved through a PFR index file the resulting MXF file is marked as 4:3.
35656	The index file rebuilder fails to start.
35657	Some MXF files fail to index.
35658	Cannot index files that cross midnight (12:00 a.m.).
35659	In PFR, When the customer retrieves file segments that are supposed to have 4 individual mono tracks, the sound is white noise. These particular files have a single audio track (4x the size of the individual tracks).
35660	PFR of a QuickTime file sometimes requires two tape reads for one retrieve.
35661	PFR Media metadata does not match original Source File Media metadata.
35664	Licensing information in the User's Guide should be enhanced.
35667	Restoring IMX from QT files or indexes causes picture to be shifted downward a few lines.

Known Issues

This release of StorNext Timecode-Based Partial Retrieval has the following known issues:

Change Request Number	Service Request Number	Summary	Work Around
35591	1291532	Retrieving only a few frames of a Long GOP can cause image quality degradation.	The minimum Long GOP request should be 1 GOP or larger.
35596	n/a	A retrieved XDCAM HD 35 (and other Long GOP material) file may show the wrong last frame (last frame not in the correct order) when played.	If you were restoring 1000 frames, you would expect the last five frames to be 996, 997, 998, 999, 1000. You might see 996, 997, 998, 999, 1001, or even 1002.
35597	n/a	Attempting to restore ProRes to an MXF file (which is unsupported) results in a 0 byte file being created and not cleaned up after the failure.	Manually delete 0 byte file.
35600	n/a	When attempting to restore from a 720p50 DNxHD185 file that is offline and indexed, the restore operation will fail with an out of bounds error (indicating that the EDL has incorrect timecodes).	Bring the file back online manually then send EDL.
35601	n/a	Upgrading from 1.0.1.x requires manual steps.	Upgrading from 1.0.1.x that has been installed using the "Full Install" option will not work unless files are manually deleted. This is because uninstalling from a "Full Install" will leave files in the "Medway Client" and "PFR Indexer" folders that will not get updated when 1.0.2.1 is installed (even though the install will appear to complete normally). This will cause both the client application and the indexer application and service to fail to load, and possibly even crash. These two folders will need to be manually deleted from the program files folder before 1.0.2.1 is installed.

Change Request Number	Service Request Number	Summary	Work Around
35602	n/a	Uninstall does not remove all files from program files directory. Specifically, uninstalling 1.0.2.1 from a "Full Install" does not remove files from the "Medway Client" folder or from the "PFR Indexer" folder in the "Program Files" folder.	Manually remove these files before another version is installed.
35607	n/a	All MXF IMX 525i29.97 files created from MXF source have corrupted audio.	A Partial File Retrieve of a Partial File Retrieve is not supported in 1.0.2.
35611	n/a	Files created from MXF to QT conversion have audio / video corruption manifested differently in several Pro tools.	A Partial File Retrieve of a Partial File Retrieve is not supported in 1.0.2.
35708	n/a	Our testing shows using one or two work folders functions as designed. Using more than that may cause retrievals to slow down or stop.	Refrain from using more than two work folders.
35724	n/a	Removing work folders during configuration leads to being unable to proceed in the configuration tool.	To proceed with configuration, follow these steps: <ol style="list-style-type: none"> 1 Click Add Directory. 2 In the Add Directory window, click Previous. The "Next" button is now active and allows you to proceed.
35821	n/a	Status GUI does not display all failures in a large quantity request.	While the failures will not all display in the Status GUI, the failed EDL files will be routed to the "fail" directory in the work folder being used.

Documentation

The following related documents are currently available for the StorNext Partial File Retrieval product.

Document Number	Document Title
6-66957-03	<i>StorNext Timecode-Based Partial File Retrieval User's Guide</i>
6-01658-xx	<i>StorNext User's Guide.</i> Refer to the version applicable to your StorNext release: <ul style="list-style-type: none">• StorNext 3.5.3: 6-67339-01• StorNext 4.1.3: 6-01658-17• StorNext 4.2: 6-67370-01

Contacting Quantum

More information about this product is available on the Service and Support website at www.quantum.com/support. The Service and Support Website contains a collection of information, including answers to frequently asked questions (FAQs). You can also access software, firmware, and drivers through this site.

For further assistance, or if training is desired, contact Quantum:

Quantum Technical Assistance Center in the USA:	+1 800-284-5101
For additional contact information:	www.quantum.com/support
To open a Service Request:	www.quantum.com/esupport

For the most updated information on Quantum Global Services, please visit: www.quantum.com/support

