# Release Notes

| Product | StorNext® Timecode-Based Partial File Retrieval 1.1 |
|---------|------------------------------------------------------|
| Date | January 2012 |

## Contents

# 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 release includes a number of enhancements 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.

# Enhancements

PFR 1.1 includes the following enhancements:

- Active/active operation for retrieval results in better performance and resilience in case of power failure, or any failure triggering reboot.

- Active/active indexing of the same directory from multiple indexing hosts. This will boost your indexing performance and remove the single point of failure associated with indexing.

- Removed the dependency on SNAPI and the virtual machine, simplifying deployment and removing the single point of failure associated with the VM.

- Web interface to get information on files indexed with PFR 1.1 results in improved control on indexing, file by file.

# Supported Platforms

At this time Timecode-based Partial File Retrieval 1.1 is supported only on the following platforms.

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

- Windows Server 2008 R2 64-bit

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

- Windows Server 2008 32-bit and 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 4.2.0 or greater

- File System-only configurations are not supported

- PFR Active/Active Clustering configurations are supported but not required

**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

# 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

## Configuring PFR in an HA Environment

If you are configuring PFR to access StorNext MDCs that are configured as a StorNext HA pair, then the StorNext VIP address should be used as the StorNext Web Services host.

Also, the StorNext Web Services password should be defined and identical on both MDCs. If a StorNext MDC failover occurs, this ensures that PFR will continue running on the new primary MDC.

# Resolved Issues

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

| Change Request Number | Service Request Number | Description |
|---|---|---|
| 35591 | 1291532, TS1937 | Corrected a condition in which retrieving XDCAM HD 50 (and other Long GOP material) could result in video corruption of the first few frames retrieved. |
| 35601 | TS2098 | Resolved a condition in which upgrading from PFR 1.0.1.x required manual steps. |
| 35602 | TS2099 | Uninstalling 1.0.2.1 from a "Full Install" no longer removes files from the "Medway Client" folder or the "PFR Indexer" folder in the "Program Files" folder. These files must be manually removed before another version is installed. |
| 35607 | n/a | Corrected a condition which caused all MXF IMX 525i29.97 files created from MXF source to have corrupted audio. |
| 35611 | n/a | Resolved a condition which caused files created from MXF-to-QT-conversion to have audio/video corruption, which manifested differently in several tools. |
| 35708 | TS2208 | Corrected a condition which prevented requests from being processed for multiple folders. |
| 35724 | n/a | The **Next** button is no longer disabled if you remove a job folder during configuration. |
| 35757 | TS2084 | Resolved a condition which occurred when attempting to restore ProRes to an MXF file (which is unsupported), in which a 0 byte file was created and not cleaned up after the failure. |
| 35897 | TS2275 | Corrected an issue which caused an Indexed Status Request for a failed file to always return "Not Indexed." |
| 35899 | n/a | Corrected an issue which prevented the PFR Indexer service from running. |
| 35902 | n/a | Resolved an issue during configuration in which it was possible to add more than two High Availability Servers, when the system can only work with two. |
| 35904 | n/a | Corrected a condition in which a partial restore of an offline indexed 720p50 DNxHD185 mov file resulted in the following error message: "Failed to parse PFR index file". |
| 35908 | n/a | Resolved an issue which prevented a Partial Restore for ProRes. |
| 35967 | 1270442 | Corrected a condition which prevented installing a new indexer unless the existing indexer was first manually stopped and uninstalled. |
| 35993 | n/a | Heartbeat log messages are no longer incorrectly classified as INFO messages. |
| 35995 | n/a | LOCALHOST is now removed from the Engines box during configuration. |

| Change Request Number | Service Request Number | Description |
|---|---|---|
| 36070 | n/a | Corrected a condition which prevented XDCAM, LongGOP, DVCProHD from being indexed. |
| 36139 | n/a | Resolved a condition in a PFR Active/Active Cluster environment which prevented PFR from determining the primary server after Ethernet failure and reconnection. |

# Known Issues

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

| Change Request Number | Service Request Number | Summary | Workaround |
|---|---|---|---|
| 35599 | TS2087 | A DVCPro HD retrieved to MXF file doesn't play correctly using the VLC player. | Because this issue seems related to the VLC player rather than the retrieved file, the workaround is to use a player other than VLC. |
| 36079 | n/a | If the previous PFR 1.0.2 installation was configured with "localhost" in the Transfer Engines section of the System Configuration, during an upgrade this name is also applied to PFR 1.1, which could cause erratic behavior. | To work around this issue, manually enter the hostname to prevent potential issues. |
| 36093 | n/a | If a requested EDL does not contain the File tags and you copy it to the PFR-REQUEST folder, it will start to process and then fail with a "Transfer sequence failed" error. | Request EDL files should not be created or edited by hand. Rather, they should be created programmatically by an application designed for this purpose. |
| 36288 | n/a | After a failover occurs, the new primary server lists as "File Locked by another process" any requests which were being processed by the server that failed. If the GUI is restarted, list these requests are still shown, but instead of showing the "File Locked…" message a red "OK" displays. | If a red "OK" is displayed, it means the file is locked by another process (i.e., another Control Server). |

| Change Request Number | Service Request Number | Summary | Workaround |
|---|---|---|---|
| 36363 | n/a | If the XML request file is missing certain required fields, a variety of error conditions may result, depending on which field is missing.<br><br>Examples of missing fields include but are not limited to: frame rate, NumberVideoTracks, UID, Title, File, Start, and End.<br><br>As the XML request file is typically produced by applications, not individuals, missing fields would not normally occur.<br><br>The actual error condition may vary depending on which field is missing. | Request XML files should not be created or edited by hand. Rather, they should be created programmatically by an application designed for this purpose. |
| 36576 | n/a | Some extracted MXF content may not play back correctly in the XDCAM browser. However, the extracted files do meet the MXF standard and will play back correctly in common video editing applications. | Avoid this issue by playing back content in video editing applications rather than the XDCAM browser. |

# Documentation

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

| Document Title | Document Number |
|---|---|
| StorNext Timecode-Based Partial File Retrieval User's Guide | 6-67544-01 |
| StorNext 4.2.1 User's Guide. | 6-67370-02 |

# 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:

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| **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