

Appliance Controller 4.1 Release Notes

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New Features, Enhancements, and Fixed Issues

The following sections present new features, enhancements and fixed issues for Appliance Controller 4.1.

Note: Upgrades are only allowed from Appliance Controller version 4.0.0 to Appliance Controller version 4.1.0.

Caution: Due to a defect in the Linux kernel, RedHat 8.8 and RedHat 9.2 NFSv4 clients hang when reconnecting. Quantum recommends RedHat 8.9 or RedHat 9.3 when you use RedHat NFSv4 clients.

New Features and Enhancements

- Added support for the Rocky 8 operating system.
- Upgraded the Samba software suite to version 4.16.10.

For additional information, see the **Appliance Controller Compatibility** section of the [StorNext 7.x Compatibility Guide](#).

StorNext Appliance Authentication No Longer Supports Deprecated Kerberos Encryption Types

Beginning with StorNext version 7.2.0, StorNext Appliances are based on Rocky 8 instead of CentOS 7. Therefore, they no longer support authentication using deprecated encryption types including **DES** and **triple DES**.

This can manifest as an authentication failure when mounting a share over SMB. In such cases, when Samba log level 6 is enabled, a message similar to following appears:

```
[2024/12/13 14:12:08.413429, 1] ../../source3/librpc/crypto/gse.c:696(gse_get_server_auth_token)
gss_accept_sec_context failed with [Unspecified GSS failure. Minor code may provide more information: Request ticket server
cifs/myserver.example.com@OD.EXAMPLE.COM kvno 1 found in keytab but not with
enctype des3-hmac-sha1]
```

To avoid this issue, you must configure the Kerberos server to use more modern encryption types such as **AES**. For details on which encryption types are currently supported, refer to [Chapter 9. Deprecated](#)

[functionality | Red Hat Product Documentation](#). For details on how to adjust your Kerberos configuration so that it uses more modern encryption, refer to the documentation for your Kerberos server.

Information about the Appliance Controller (NAS) QXS Array Plug-in

Beginning with Appliance Controller (NAS) 4.1.0, the QXS Array Plug-in is no longer supported. You can manage your QXS array in the Unified User Interface (UI). If you experience an issue as a result of the removal of the QXS Array Plug-in, contact Quantum Technical Support (see [Contacting Quantum Support on page 10](#)).

Information about the Appliance Controller (NAS) QStorage Plug-in

Beginning with Appliance Controller (NAS) 4.1.0, the QStorage Plug-in is no longer supported. If you experience an issue as a result of the removal of the QStorage Plug-in, contact Quantum Technical Support (see [Contacting Quantum Support on page 10](#)).

Fixed Issues

Change Request	Description
HYDRA-2134	simplify nascluster code to use functions for common operations
HYDRA-4513	Need to be able to upgrade registry default without changing existing config
HYDRA-4706	Work needed to conversion to python3
HYDRA-5588	fix qtm-p11-kit-trust post script
HYDRA-5714	Removeqxsarray plugin from the Appliance Controller packaging
HYDRA-5762	Need to add support for Redhat 8 (Rocky 8.6)
HYDRA-5879	"nas disable" leaves the configurations unchanged.
HYDRA-5882	Move the registration plugin from the core controller to the NAS plugin
HYDRA-5883	Move the Stornext plugin into its own package.
HYDRA-5888	nascluster takeover master fail when a node is down.
HYDRA-5892	autosprt/___init___py is owned by the core controller

Change Request	Description
HYDRA-5896	the kill_processes() function attempt to use variable before used.
HYDRA-5899	Refactor SNNAS to start using the the core-controller submodule
HYDRA-5904	USUI - APIGW - Appliance Controller registered with UC on another USUI has "platform_version": "unknown" for Test button
HYDRA-5909	nascluster_reset_config allow to run at the same time then nascluster_master_takeover
HYDRA-5913	'auth show config detail' shows a sync error after Platform gets upgraded in XWE NAS Cluster
HYDRA-5914	nas smb disable/enable are broken.
HYDRA-5925	Update CBA package to 2.5.1
HYDRA-5932	Controller log reports 'ldap_sasl_interactive_bind_s: Can't contact LDAP server (-1)' error every 12 hours after 701>710 upgrade
HYDRA-5935	Multi Protocol File locking, conflict between cifs.kernel_oplocks and cifs.config.global.kernel_oplocks
HYDRA-5936	When the SMB option 'smb:allow retrieve = no' is set no files are visible under the sub-folders of the share
HYDRA-5938	scriptlet failure in rpm package qtm-p11-kit-trust-0.23.22-1.el7.x86_64 while upgrading to AC4.0.0
HYDRA-5940	Enhancement: Method to increase the advert_int value for Keepalived on the Appliance Controller.
HYDRA-5950	share show is very slow when more than 100 shares are configured
HYDRA-5951	SAMBA: access bas share enumeration is broken in the samba version ship with 4.0.0
HYDRA-5953	Attempting to bind to AD fails when non-valid feature registry keys are present on the system
HYDRA-5956	deleting a NAS shared directory on the filesystem, leads to broken cluster after service restart or reboot - no quick information for the customer
HYDRA-5958	When creating an iSCSI Initiator with a 4 character vlan the iscsi interfaces cannot be brought online
HYDRA-5961	python3-quantum_platform_utils missing dependency list for OS8
HYDRA-5966	Fix packaging problem with EL8 NAS version for QA.
HYDRA-5967	quantum-appliance-controller-core rpm install calls rpm within postinstall

Change Request	Description
HYDRA-5968	Appliance controller needs to switch to using chronyd vs ntpd for Rocky ntp APIs
HYDRA-5969	ROCKY8: fix conflict with qtm-libldb and qtm-libtdb
HYDRA-5970	rocky8 repo pkg does not include any of the external packages
HYDRA-5971	rocky8: python3 should not be distributed with rocky8
HYDRA-5972	ROCKY8: we should use the stock keepalived in el8 since newer version
HYDRA-5973	ROCKY8: openldap-servers is missing from the packages
HYDRA-5974	Work to support NAS on Rocky8
HYDRA-5975	ROCKY8: openldap-server does not create a pid file anymore?
HYDRA-5979	excessive rpm queries can lead to rpm database corruption
HYDRA-5980	The samba_audit.log no longer has rotates
HYDRA-5982	Change minimum Stornext version for NAS 4.1.0 to be SNFS 7.1.0
HYDRA-5987	Update the centos77 build to use openldap-2.4.46-qtm
HYDRA-5989	ROCKY8: haproxy failing to start because of config error.
HYDRA-5990	Logrotate complains about missing dir /var/log/samba/oldafter upgrade from 3.1.1 to 4.0 the issue was noticed
HYDRA-5991	snnas_controller log is showing some errors that need to be investigated on rocky8
HYDRA-5992	remove all the reference to files in /usr/local/quantum/python
HYDRA-5995	Appliance Controller 4.0.0 rename operation broken with named streams
HYDRA-5998	vfs_full_audit success and failure parameters have changed
HYDRA-6000	nas_healthcheck complain about NAS state:'shares'
HYDRA-6001	Include Rocky8 testing in the pipeline validation testing.
HYDRA-6002	ctrl kill_processes() generate exception
HYDRA-6003	ROCKY8: powerdns does not start when enabling DNS on nascluster.
HYDRA-6006	Errors during downloading metadata for repository 'qtm-samba-4.11.14' (Rocky 8)
HYDRA-6007	Checking the status of webservice POST and PUT failed
HYDRA-6012	perl-libwww-perl package missing from some XWE installation

Change Request	Description
HYDRA-6013	After upgrade from 3.1.1 to 4.0 we seem to enabled server multi channel support
HYDRA-6016	auth show local users does not show user in uppercase
HYDRA-6017	Write tools to convert node to localsam when auth is different
HYDRA-6020	net rpc rights grant return errorConnection failed: NT_STATUS_AUTHENTICATION_FIREWALL_FAILED
HYDRA-6021	ROCKY8: time_util plugin generate error in /var/log/snnas_controller
HYDRA-6022	quantum_platform_utils is now a python3 package import the correct path
HYDRA-6025	python3-dnf-plugins-core is required by quantum-appliance-controller-plugin-upgrade-4.1.0-6883.el8.x86_64
HYDRA-6027	rpm --import is called to late in the upgrade process
HYDRA-6030	quantum-ryo-controller-plugin-upgrade has wrong dependency.
HYDRA-6033	smbclient is missing libarchive.so on RYO config
HYDRA-6038	Platform upgrade to Rocky 8: Errors in snnas_controller log (crypto.py and plugin_heartbeat.py)
HYDRA-6044	NetPlugin plugin_report generate an error trying to run ntpq
HYDRA-6045	qstorage plugin is not available for Rocky 8
HYDRA-6052	The time set timezone help return an error.
HYDRA-6063	ldap.config.password comparison fails (intermittent issue on Rocky 8)
HYDRA-6075	AC4.1.0 (OS8) regression: rpc.statd is not using NAS callout
HYDRA-6076	AC4.1.0 (OS8) regression: PDNS server does not respond at start time.
HYDRA-6080	Add localsam user/group does not work after platform upgrade and auth conversion
HYDRA-6081	AC 4.0.0>4.1.0 offline upgrade adds up unexpected RPMs that block SNA7.1.1>7.2.0 upgrade
HYDRA-6085	iSCSI Initiator Creation Does Not Complete (Could not find PCI Address)
HYDRA-6087	Issues with iscsi initiator and target creation
HYDRA-6097	auth show config is broken if node 1 in cluster is dead.
HYDRA-6103	Authentication change from ADS to localsam hanged after platform upgrade
HYDRA-6104	Node is in not-ready state after reboot, ctdb failed to start

About the Appliance Controller

For help with troubleshooting Appliance Controller issues, see the [Troubleshooting Tips and FAQs](#) section of the *Appliance Controller Documentation Center*.

Appliance Controller Compatibility and Supported Quantum Hardware

See the **Appliance Controller Compatibility** section of the [StorNext 7 Compatibility Guide](#).

Upgrades

- To upgrade the Appliance Controller, see [Upgrades](#) in the *Appliance Controller Documentation Center*.
- To upgrade your appliance, see [Upgrade the System \(Upgrade Firmware\)](#) in the *Appliance InfoHub Documentation Center*.

NAS Licensing and Enablement

There are two licensing models supported for StorNext appliances as of StorNext 7.0.2. Depending on the license model applied to your system, you may or may not have to license the StorNext NAS feature separately.

Do I need to install a StorNext NAS feature license if subscription licenses are used on my system?

No. When subscription licenses (supported in StorNext 7.x and later) are applied to the system, there are no StorNext licenses to install. StorNext NAS is covered under the StorNext Data Services Node subscription license, which is managed on the License page on myStorNext (go to <https://mystornext.quantum.com>). If subscription licenses are used on the system, the About page in the StorNext GUI includes the product key, and there is no license page to manage licenses.

See the *StorNext 7 Compatibility Guide* on the [StorNext 7 Doc Center](#) for appliances supported in StorNext 7.0.2 and later.

Do I need to install a StorNext NAS feature license if perpetual licenses are used on my system?

Yes, depending on a few factors. For systems running StorNext NAS under the perpetual license model, StorNext NAS is a licensed feature. For these systems, if the StorNext NAS license was not pre-installed, a license must be purchased and the license file applied to the system in order to use StorNext NAS. Use the license page on the StorNext GUI to install the license.

Additional notes about perpetual StorNext NAS licenses:

- For Xcellis Foundation systems, StorNext NAS licenses are pre-installed.
- For supported StorNext 7 appliances [Xcellis Workflow Director, Xcellis Workflow Extender Gen 2, Xcellis Workflow Extender (R630), Xcellis Foundation, and Artico (R630)] using perpetual licenses, which are not already running StorNext NAS, you must purchase and install StorNext NAS licenses for

all systems running StorNext NAS:

- For supported StorNext 7 appliances **WITH** a StorNext GUI [Xcellis Workflow Director, Xcellis Foundation, and Artico (R630)] using perpetual licenses, install the license on the Licenses page in the StorNext GUI. See the [Obtain and Install StorNext Licenses – GUI-based Appliances](#) page of the [Appliance InfoHub Doc Center](#).
- For supported StorNext 7 appliance\’s **WITHOUT** a StorNext GUI [Xcellis Workflow Extender Gen 2, and Xcellis Workflow Extender (R630)] using perpetual licenses, install the license from the command line **Service Menu** of the appliance. See the [Obtain and Install StorNext Licenses – Quantum Appliances Without a StorNext GUI](#) page of the [Appliance InfoHub Doc Center](#).
- If your system uses perpetual licenses, contact your Quantum Account Manager to ask about obtaining the StorNext NAS license.

Known Issues

The following section presents known issues and any applicable workarounds.

Change Request	Description and Workaround (If Applicable)
HYDRA-2789	<p>Currently, the creation of log files do not support any options to change the level of detail they include.</p> <p>Workaround</p> <p>There is no workaround.</p>
HYDRA-2822	<p>If you have nas configuration on your system, NFS does not respond for a very long time. This can occur if you have a managed file system, but the CVFS mount option dmnfsthreads is not in place.</p> <p>Workaround</p> <p>To workaround this issue, do not create an NFS share on a managed file system if the CVFS mount option is not in place.</p>

Change Request	Description and Workaround (If Applicable)
HYDRA-5596	<p>When you add an iSCSI target and target IP address(es) cannot be reached, then the controller might report a validation failure. For example:</p> <pre data-bbox="500 373 1456 478">Validation failure: Name (sample) is already registered by a target. (E-2002)</pre> <p>The error should report an operation failure similar to the following:</p> <pre data-bbox="500 600 1456 705">Operation failure: subnet p1p1.100:iscsia target IP address 192.168.0.223: unreachable (E-2003)</pre> <p>i Note: This might only be an erroneous reporting issue, and the target might already be added to the iSCSI configuration despite the validation failure report.</p> <p>Run the command below to verify the issue:</p> <pre data-bbox="500 951 1456 1020">iscsiadm show status</pre> <p>Workaround</p> <p>If you see the target in the output of the command, then you must resolve the access issue of the specific IP address(es) of the target. After you resolve the issue with the target IP address(es), then run the command below to start the target sessions:</p> <pre data-bbox="500 1297 1456 1367">iscsiadm session target=<target-name> login</pre>
HYDRA-5926	<p>If you upgrade the Appliance Controller software on an older platform, then the RPM database might get corrupted.</p> <p>This is a known issue on CentOS version 7 (or earlier).</p> <p>Workaround</p> <p>To workaround this issue, do the following to rebuild the RPM database:</p> <pre data-bbox="500 1661 1456 1780"># rm /var/lib/rpm/__db* # rpm --rebuilddb</pre>

Change Request	Description and Workaround (If Applicable)
HYDRA-6142	<p>If you attempt to upgrade a cluster from Appliance Controller 4.0.0 to Appliance Controller 4.1.0 and are not running StorNext 7.1.0 (or later), the upgrade fails leaving the slave node in a not ready state.</p> <p>Workaround</p> <p>To workaround this issue, do the following:</p> <ol style="list-style-type: none"> 1. Run the following to manually delete the cluster *.join-progress file in the <cluster_root>/StorNext/.snnas/ctdb directory: <pre data-bbox="555 596 1456 699"># rm /stornext/snfs1/.StorNext/.snnas/ctdb/*.join-progress</pre> 2. Run the following to request a nascluster join to all the slave nodes: <pre data-bbox="555 821 1456 924"># qtmcontroller -c 'nascluster join /stornext/snfs1 10.65.187.17'</pre>

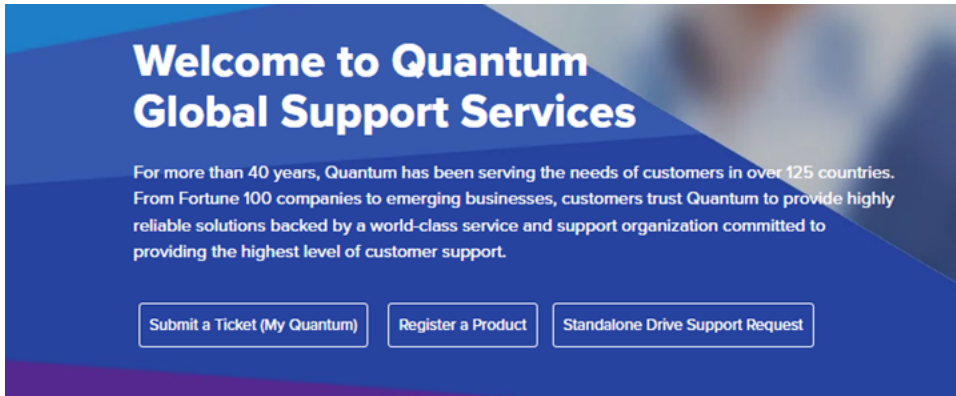
Contacting Quantum Support

Below is information related to contacting Quantum Support as well as steps to improve your Quantum customer journey.

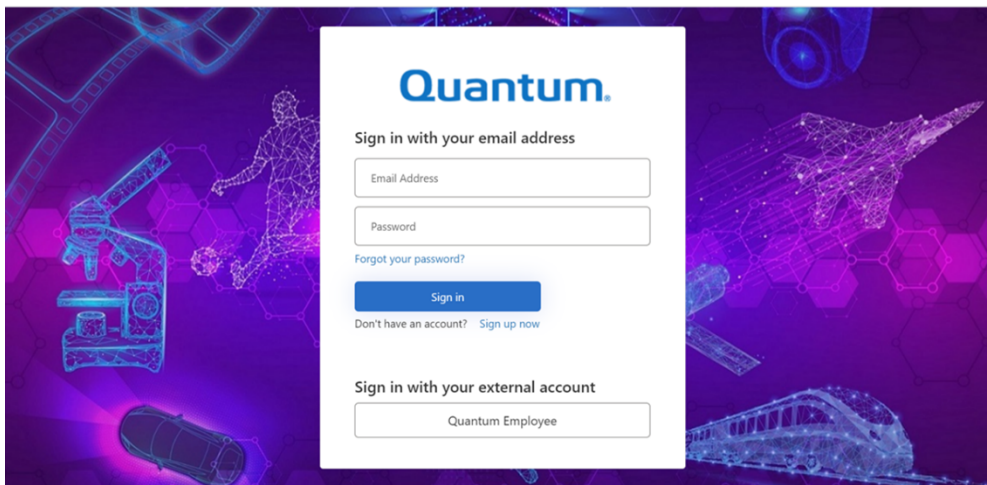
- [Submit a Ticket \(Service Request\) below](#)
- [Use MyQuantum Service Delivery Platform on the next page](#)
- [Use Cloud Based Analytics \(CBA\) on page 12](#)
- [Escalate a Case on page 12](#)
- [Contact Quantum Sales on page 12](#)

Submit a Ticket (Service Request)

If you need to submit a ticket or speak to Quantum technical support, go to the Support page at <https://www.quantum.com/en/service-support/>



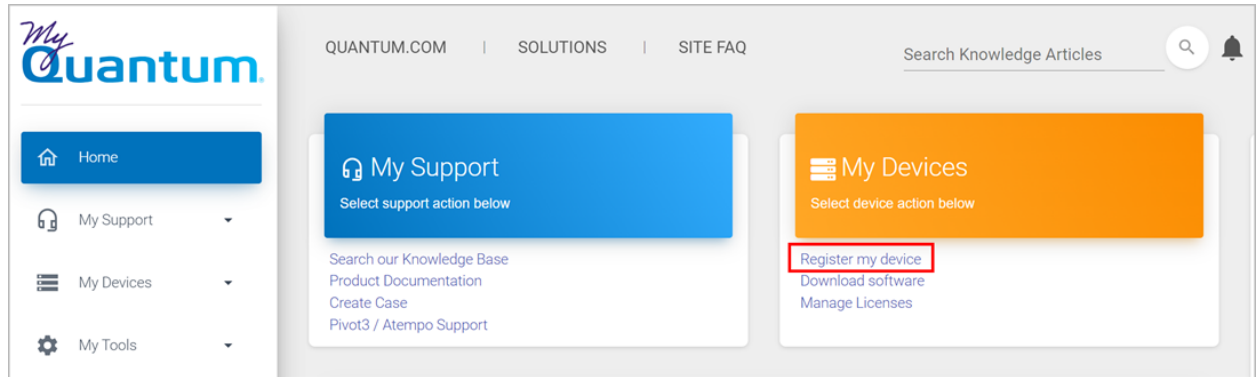
To start the process with Quantum Technical Support, click **Submit a Ticket**. From here, sign in to the MyQuantum Service Delivery Platform or create an account. For more information, refer to the [Use MyQuantum Service Delivery Platform below](#) section below.



Use MyQuantum Service Delivery Platform

MyQuantum is a single portal for everything Quantum. You can view assets, open support cases, receive real-time updates, and search the Knowledge Base and documentation, all through a secure, online portal.

1. Create an account and log in to the [MyQuantum Service Delivery Platform](#).
2. Register a product on [MyQuantum](#).



3. Request site access to the Cloud-Based Analytics (CBA) monitoring portal and follow the instructions to set up product(s) to connect to CBA. You can use CBA to monitor Quantum products remotely, from a single dashboard, and Quantum Support can use it to help troubleshoot products more efficiently.

Refer to product documentation for product-specific information related to CBA.

Use Cloud Based Analytics (CBA)

Quantum products are equipped with a Cloud Based Analytics (CBA) agent that can provide log files and snapshots to Quantum CBA servers that are running in the cloud.

CBA enables Quantum systems to collect data regarding system and environment performance. The collected data is bundled and uploaded to the remote CBA server for analysis. You can access Quantum system performance and health results on the CBA dashboard (at <https://insight.quantum.com>) or through the MyQuantum Service Delivery Platform.

The CBA dashboard displays the analytic results of the uploaded CBA data using flexible charting tools, along with an overall health score of each Quantum system configured for the CBA account.

Escalate a Case

To escalate a case, follow the process documented here: <https://www.quantum.com/en/service-support/resources/escalation/>

Contact Quantum Sales

<https://www.quantum.com/en/company/contact-us/>