StorNext 5.x
G300 Gateway Appliance
Release Notes

StorNext 5 Releases Supported	Release Notes Date
StorNext 5.4.1	May 2018
StorNext 5.4.0.4	August 2017
StorNext 5.4.0.2	December 2016
StorNext 5.4.0.1	November 2016
StorNext 5.3.2.1	July 2016
StorNext 5.3.1	March 2016
StorNext 5.3.0	November 2015
StorNext 5.2.2	August 2015
StorNext 5.2.1	June 2015
StorNext 5.2.0.1	March 2015
StorNext 5.2.0	February 2015
StorNext 5.1.1	November 2014

StorNext 5 Releases Supported	Release Notes Date
StorNext 5.1.0	July 2014
StorNext 5.0.1	March 2014
StorNext 5.0	March 2014

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The StorNext G300 Gateway Appliance combines industry-proven Quantum hardware and StorNext software into one convenient, out-of-the-box solution. The G300 Gateway Appliance operates as a SAN Client in a StorNext Metadata Network, providing LAN client access to the StorNext disk SAN.

Your StorNext G300 system hardware has been pre-installed and is ready to operate with a minimum of additional configuration required at time of installation.

The G300 models include:

- StorNext G301

- StorNext G302

aiWARE for Xcellis Embedded (DAE) systems are dual-server appliances based on the Xcellis Workflow Director system, with the aiWARE/Vertione feature enabled, that supports the aiWARE virtual environment for media asset processing.

The system utilizes the artificial intelligence (AI) cognitive analytics technology of Veritone's aiWARE software and the data management capability of StorNext to create a powerful set of tools to derive additional value from your data.

The aiWARE software is designed for on-prem deployment, and operates behind enterprise firewalls, enabling you to exploit Veritone's cognitive engine ecosystem and applications to extract intelligence from content residing on local and private cloud storage.

By combining StorNext with the aiWARE software, the result is a solution that has the ability to search and analyze huge amounts of digital assets quickly, accelerate indexing and metadata tagging of audio and video content while providing near real-time processing for both new and archival content. This solution also reduces errors and labor by leveraging programmatic indexing of video and audio content and dramatically increase the types of metadata tagged to further monetize assets for sponsors and advertisers.

The aiWARE feature support is limited to the speech recognitions processing engine.

The server operates as a StorNext client, includes a StorNext GUI, hosts StorNext Connect, and is supported by the StorNext Connect Install App. Installation is performed by Quantum or Quantum partners only.

For additional information about aiWARE for Xcellis Embedded (DAE) systems, see About the Xcellis Workflow Director System on quantum.com, since this server is based on the Xcellis Workflow Director system.

About aiWARE for Xcellis Standard and High Performance Systems

aiWARE for Xcellis Standard and High Performance systems are single server appliances that support the aiWARE virtual environment for media asset processing.

The system utilizes the artificial intelligence (AI) cognitive analytics technology of Veritone's aiWARE software and the data management capability of StorNext to create a powerful set of tools to derive additional value from your data.

The aiWARE software is designed for on-prem deployment, and operates behind enterprise firewalls, enabling you to exploit Veritone's cognitive engine ecosystem and applications to extract intelligence from content residing on local and private cloud storage.

By combining StorNext with the aiWARE software, the result is a solution that has the ability to search and analyze huge amounts of digital assets quickly, accelerate indexing and metadata tagging of audio and video content while providing near real-time processing for both new and archival content. This solution also reduces errors and labor by leveraging programmatic indexing of video and audio content and dramatically increase the types of metadata tagged to further monetize assets for sponsors and advertisers.

Similar to Xcellis Workflow Extender (R630) systems, the server operates as a StorNext client, but has no StorNext GUI, and does not host StorNext Connect, and is also not supported by the StorNext Connect Install App. Installation is performed by Quantum or Quantum partners only.

For additional information about aiWARE for Xcellis Standard and High Performance systems, see About aiWARE for Xcellis (Standard and High Performance) Systems on quantum.com.

The Quantum Xcellis Foundation system is an affordable, easy-to-install, simple-to-manage scale-out NAS storage appliance that provides the capacity and performance you need for both today and tomorrow. It is a turnkey solution with the features, performance, and scalability of an enterprise-grade system, sized and priced for smaller workgroups and organizations. Integrated storage tiering efficiently moves less-frequently used data to the cloud or other archive tiers to drive down the cost of long-term storage and preserve valuable free space in Xcellis Foundation.

For more information about the Xcellis Foundation system, see About the Xcellis Foundation System on quantum.com.

ⓘ Note: At times this document uses G300 as a generic term that applies to the StorNext G301 and G302 and the StorNext models. When information pertains only to a specific model, those differences are noted.

Training and Documentation Resources

Xcellis Foundation training and documentation

aiWARE for Xcellis training and documentation

- [G300 (R520) training and documentation](#)
- [G300 (R510) training and documentation](#)

If you are unsure about which type of system you have visit the How to [Identify My System](#) page to determine which system you have, and to find the training and documentation resources for that specific system.

About StorNext 5

StorNext 5 is a new generation of Quantum StorNext that performs faster, scales farther, and expands flexibility. StorNext 5 has been built from the ground up with a new architecture designed to meet the needs of today's evolving digital workflows.

The complete list of documentation for StorNext 5, including the StorNext 5 Release Notes, can be found here:

http://www.quantum.com/sn5docs

What StorNext Releases are compatible with my system?

See the [StorNext Release Compatibility](#) page of the [Appliance InfoHub](#) on quantum.com for further information.

Upgrade StorNext Software and System Firmware

Before upgrading your system, refer to Known Issues – StorNext 6.x. This section contains important information you need to know before upgrading.

See [Upgrade the System (Upgrade Firmware)](#) for the steps necessary to upgrade to the latest StorNext release and hardware firmware for your system.

Quantum Appliance Licenses

See Quantum Appliance Licenses on the Quantum Appliances InfoHub.

General Notes

Refer to the General Notes section of the Quantum Appliances InfoHub for important information you should know about your system.

Fixed Issues, Enhancements and Notes – StorNext 5.x

This section lists the fixed issues that affect G300 for different StorNext Releases.

StorNext 5 Releases:

Fixed Issues, Enhancements and Notes for StorNext 5.4.1

Fixed Issues, Enhancements and Notes for StorNext 5.4.0.4

Fixed Issues, Enhancements and Notes for StorNext 5.4.0.3

Fixed Issues, Enhancements and Notes for StorNext 5.4.0.2

Fixed Issues, Enhancements and Notes for StorNext 5.4.0.1

Fixed Issues, Enhancements and Notes for StorNext 5.3.2.1

Fixed Issues, Enhancements and Notes for StorNext 5.3.2

Fixed Issues, Enhancements and Notes for StorNext 5.3.1

Fixed Issues, Enhancements and Notes for StorNext 5.3.0

Fixed Issues, Enhancements and Notes for StorNext 5.2.2

Fixed Issues, Enhancements and Notes for StorNext 5.2.1

Fixed Issues, Enhancements and Notes for StorNext 5.2.0.2

Fixed Issues, Enhancements and Notes for StorNext 5.2.0.1

Fixed Issues, Enhancements and Notes for StorNext 5.2.0

Fixed Issues, Enhancements and Notes for StorNext 5.1.1

Fixed Issues, Enhancements and Notes for StorNext 5.4.1

This release only changes the base StorNext software. Because there is nothing new or fixed specifically related to your system hardware, there is nothing else to report for this release.

See the StorNext 5.4.1 Release Notes for information about StorNext software enhancements and fixed issues for this release.

Fixed Issues, Enhancements and Notes for StorNext 5.4.0.4

This release only changes the base StorNext software. Because there is nothing new or fixed specifically related to your system hardware, there is nothing else to report for this release.

ⓘ Note: In order to upgrade firmware to StorNext 5.4.0.4, your system must be running StorNext 5.4.0.x.

See the StorNext 5.4.0.4 Release Notes for information about StorNext software enhancements and fixed issues for this release.

Fixed Issues, Enhancements and Notes for StorNext 5.4.0.3

ⓘ Note: StorNext 5.4.0.3 is obsolete and replaced by 5.4.0.4. However, the Fixed Issues, Enhancements and Notes for the StorNext 5.4.0.3 still apply.

See the StorNext 5.4.0.3 Release Notes for information about StorNext software enhancements and fixed issues for this release.

Fixed Issues, Enhancements and Notes StorNext 5.4.0.2

This release provides an iDRAC firmware upgrade to version 2.41.40.40. This update prevents motherboard failures that, in very rare cases, could occur during a StorNext software upgrade on systems with an iDRAC version earlier than 2.30.30.30. (To determine your system's current iDRAC version, the easiest way is to look at `/opt/DXi/hwdetect/FirmwareReport.txt` and search for the iDRAC string. Another way is to run the command `racadm getversion`)

The following table lists the fix for this StorNext release.

Table 1: Fixed Issues for StorNext 5.4.0.2

CR Number	SR Number(s)	Description
65688	n/a	Update iDRAC firmware to 2.41.40.40.

The iDRAC firmware upgrade applies to R520 systems only. This does not upgrade iDRAC firmware on R510-based systems.

This release was an enhancement for your hardware only. Because this release did not change the base StorNext software, there are no StorNext software Release Notes for this release.

Fixed Issues, Enhancements and Notes for StorNext 5.4.0.1

Note: StorNext 5.4.0.1 is no longer supported for upgrades. Upgrade to 5.4.0.2 or 5.4.0.4 instead.

The following table lists the fixed issues/enhancements for this StorNext release.

See the StorNext 5.4.0.1 Release Notes for information about StorNext software enhancements and fixed issues for this release.

Fixed Issues, Enhancements and Notes for StorNext 5.3.2.1

Note: StorNext 5.3.2 is obsolete and replaced by 5.3.2.1.

Note: Upgrades to StorNext 5.3.2.1 require StorNext 5.3.1 or 5.3.1.1 to be installed prior to the upgrade.

Note: All Fixed Issues and enhancements that applied to StorNext 5.3.2 also apply to 5.3.2.1 for G300.

The following table lists the fixed issues/enhancements for this StorNext release. See also Fixed Issues, Enhancements and Notes for StorNext 5.3.1 on the next page.

Table 2: Fixed Issues/Enhancements for StorNext 5.3.2/5.3.2.1

CR Number	SR Number(s)	Description
63928	3711106	The **/etc/ld.so.conf.d/cvfs.conf** file is now included on the system after fw upgrade to StorNext 5.3.2.1.
62454	3701100	On upgrades to StorNext 5.0 to 5.3.x from StorNext releases prior to 5.0 on HA systems (for Metadata Appliances), the directory **/usr/adic/wsar_agent/tmp** is created on the nodes during the upgrade process.

See the StorNext 5.3.2 Release Notes for information about StorNext software enhancements and fixed issues for this release.

Fixed Issues, Enhancements and Notes for StorNext 5.3.2

> **Note:** StorNext 5.3.2 is obsolete and replaced by 5.3.2.1. However, the Fixed Issues, Enhancements and Notes for the StorNext 5.3.2 still apply.

See the StorNext 5.3.2 Release Notes for information about StorNext software enhancements and fixed issues for this release.

Fixed Issues, Enhancements and Notes for StorNext 5.3.1

The following table lists the fixed issues/enhancements for this StorNext release.

Table 3: Fixed Issues/Enhancements for StorNext 5.3.1

CR Number	SR Number(s)	Description
62017	**n/a**	**Update `glibc` for systems to take a CentOS fix for CVE-2015-7547.**
61779	n/a	Enhanced R520 systems to honor AC power recovery settings when set manually in system BIOS.
61388	3619338	Enhanced log collection scripts to include additional NAS logging
61157	n/a	Updated NAS version to NAS 1.2.1.
61075	n/a	Enhanced log collection scripts to include StorNext Connect logs.
61073	3565236	Fixed an issue where hwmond previously didn't catch a failed PSU if the return string contained the extra words "Failure detected".
61070	n/a	Fixed minor spelling errors in the **Service Menu**

See the StorNext 5.x Release Notes for information about StorNext software updates.

Fixed Issues, Enhancements and Notes for StorNext 5.3.0

The following table lists the fixed issues/enhancements for this StorNext release.

Table 4: Fixed Issues/Enhancements for StorNext 5.3.0

CR Number	SR Number(s)	Description
57837	n/a	Fixed an issue where the time zone could be reset during a software upgrade.
60183	n/a	Resolved an issue where `cvgather` failed on the G300.

See the StorNext 5.x Release Notes for information about StorNext software updates.

Fixed Issues, Enhancements and Notes for StorNext 5.2.2

The following table lists the fixed issues/enhancements for this StorNext release.

Table 5: Fixed Issues/Enhancements for StorNext 5.2.2

CR Number	SR Number(s)	Description
56415	n/a	Fixed an issue where network settings could not be changed on a fresh G300 install.
56291	n/a	Upgrade CentOS to version 6.6 when the StorNext 5.2.2 appliance firmware upgrade is applied.
56583	n/a	Added a way to insert global variables into `smb.conf` through the command line.
56717	n/a	Added `/var/log/sa` contents to support bundle file-list for SAR reports.

See the StorNext 5.x Release Notes for information about StorNext software updates.

Fixed Issues, Enhancements and Notes for StorNext 5.2.1

The following table lists the fixed issues/enhancements for this StorNext release.

Table 6: Fixedissues/Enhancements for StorNext 5.2.1

CR Number	SR Number(s)	Description
54949	n/a	Files systems can now be used for both SMB and SAN or LAN client access. Accessing the same files via SMB client and SAN or LAN clients now produces consistent file attributes and supports concurrent SMB and SAN/LAN client access to the same file system.

CR Number	SR Number(s)	Description
55567	3511046, and 3512842	Changed the **sar** log time format to improve compatibility with **sar** graphing tools.
55568	3488100	Added a "screen" utility to the StorNext appliance code to aid troubleshooting and configuration.
55593	n/a	The default gateway is now set correctly when no DNS server is specified when configuring the network settings in the **Service Menu**.
55709	n/a	ADATA USB drives are now properly recognized when plugged into an appliance.

See the StorNext 5.x Release Notes for information about StorNext software updates.

Fixed Issues, Enhancements and Notes for StorNext 5.2.0.2

See the StorNext 5.x Release Notes for information about StorNext software updates.

Fixed Issues, Enhancements and Notes for StorNext 5.2.0.1

See the StorNext 5.x Release Notes for information about StorNext software updates.

Fixed Issues, Enhancements and Notes for StorNext 5.2.0

The following table lists the fixed issues/enhancements for this StorNext release.

Table 7: Fixed Issues/Enhancements for StorNext 5.2.0

CR Number	SR Number(s)	Description
53879	n/a	For the G300 (R510 only), fixed an issue where network ports could be remapped during an upgrade on the G300.
54039	n/a	Fixed Ghost vulnerability in Linux glibc (CVE-2015-0235).
52414	3470544	StorNext upgrade script for the gateway agent now fully cleans up stale upgrade remnants from previous upgrades causing the gateway agent upgrade to potentially fail on G300 appliances. For previous versions, see 52414 on page 17.

See the StorNext 5.x Release Notes for information about StorNext software updates.

Fixed Issues, Enhancements and Notes for StorNext 5.1.1

The following table lists the fixed issues/enhancements for this StorNext release.

Table 8: Fixed Issues/Enhancements for StorNext 5.1.1

CR Number	SR Number(s)	Description
48140	n/a	Upgrade CentOS to version 6.5 when the firmware is upgraded to StorNext 5.1.1.
48823	n/a	Improved boot times by launching many boot tasks in the background.
48839	n/a	Added platform support for StorNext Connect.
49358	n/a	Fixed issue where SNMP traps may not have been propagated.
49360	n/a	Updated iDRAC firmware.
50859	n/a	Bash security vulnerability found with environment variables CESA-2014:1293.

See the StorNext 5.x Release Notes for information about StorNext software updates.

Fixed Issues, Enhancements and Notes for StorNext 5.1.0

The following table lists the fixed issues/enhancements for this StorNext release.

Table 9: Fixed Issues/Enhancements for StorNext 5.1.0

CR Number	SR Number(s)	Description
48639	3398958, and 3342200	Optimized MDC node boot speed by reducing log level during bootup.
47343	n/a	Added a capacity check for the HA shared file system to ensure sufficient disk space is available for the upgrade.
47344	n/a	Added new checkpoints within the upgrade process to increase the robustness of the upgrade in the event of an error.
47358	n/a	Placed `rootsh` logs under `logrotate` control and compression to avoid unnecessary disk usage.

CR Number	SR Number(s)	Description
47379	n/a	Updated the firmware levels for the metadata controller nodes.
47408	n/a	Updated the multipath.conf.quantum file.
47565	n/a	Add version table support for 5.1 upgrades on all appliances.
47854	n/a	Resolved an issue during upgrade where the upgrade could hang if the secondary node was manually rebooted.
48000	n/a	Resolved an issue where ALUA support may not be correctly detected during the upgrade process.

See the StorNext 5.x Release Notes for information about StorNext software updates.

Fixed Issues, Enhancements and Notes for StorNext 5.0.1

Note: There are no unique fixes for the G300 for this release.

The following table lists the fixed issues/enhancements for this StorNext release.

See the StorNext 5.x Release Notes for information about StorNext software updates.

Fixed Issues, Enhancements and Notes for StorNext 5.0

The following table lists the fixed issues/enhancements for the initial release of StorNext 5.0.

Table 10: Fixed issues/Enhancements for StorNext 5.0

CR Number	SR Number(s)	Description
34846	n/a	Upgrade CentOS to version 6.4 when the StorNext 5.0 appliance firmware upgrade is applied.
34847	n/a	Upgrade output log files are now consolidated into a single file during software upgrades.
35536	n/a	StorNext 5 appliance firmware upgrade includes the latest component-level firmware.
35602	n/a	HA failover no longer causes both nodes to be down during an upgrade. Changed the upgrade behavior to a "no client downtime" upgrade when upgrading from 4.7 (and later) to StorNext 5.0.

CR Number	SR Number(s)	Description
35612	n/a	Network restarts from the metadata appliance **Service Menu** no longer cause bond0 to not start up.
35652	n/a	Custom network bonding configurations are now preserved when upgrading from CentOS6 and CentOS5 platforms.
35839	n/a	RAS messages are no longer generated when a health check is called on a system with no configured managed file systems.

See the StorNext 5.x Release Notes for information about StorNext software updates.

Known Issues

This section lists the known issues that affect Quantum Appliances.

CR Number	SR Number	Description	Workaround (if applicable)
68096	n/a	There is currently a known issue in CentOS6 where a restart of the NAS services may delay `rsyslogd` restarts. This appears to be caused by a failed StorNext share mount, which in turn causes NAS services to not fully complete startup until the StorNext share is mounted. This can result in system logging to be lost while the `rsyslogd` is not running.	Verify all expected StorNext file systems are mounted. If not, manually mount any file systems needed by NAS.
67841	n/a	During firmware upgrades, a message in the **Service Menu** for displays the following: `"Installing the upgrade file...The system will reboot shortly."` ⓘ **Note:** This issue was resolved in StorNext 6.0. So systems that can be upgraded to 6.0 will not have this problem with the upgrade to 6.x.	The system does not reboot for the 5.4.0.4 upgrade. Ignore the "reboot" message, it is benign. No workaround is necessary.

CR Number	SR Number	Description	Workaround (if applicable)
60774/ 55220	n/a	ℹ️ **Note:** This issue was fixed by way of the NAS 1.2.1 release and StorNext 5.3.1. See Fixed Issues, Enhancements and Notes – StorNext 5.x on page 6. (NAS-only issue) NFS version 4 is not supported and must be disabled.	There currently is no workaround for NFS v4 support prior to StorNext 5.3.1/NAS 1.2.1. See How to Disable NFS v4 on page 17. If you are running StorNext NAS and export NFS shares, you must disable NFSv4 .
60614	n/a	Your system must have the latest Connector installed so that statistics can be passed to StorNext Connect. If a system is managed by StorNext Connect and you upgrade the firmware on that system to StorNext 5 Release 5.3.0 firmware **PRIOR** to upgrading the StorNext Connect Connector, the Volume Storage widget on the StorNext Connect Dashboard will display no data for those systems.	For steps to take to update the Connect Connector(s) before upgrading system firmware, see Update the StorNext Connect Connector before doing a firmware upgrade. For steps to take if you have already upgraded firmware but did not first update the Connector(s), see Repair a StorNext Connect System After Firmware Upgrades.
60482		Upgrades to 5.3.0 on G300 systems can result in lost mount points in the **/etc/fstab** file. G300 systems manage and "own" the proxy mount points created and managed using the G300 **Service Menu**. When changes are made via the **Service Menu**, these entries are rewritten to a fresh **/etc/fstab** file based on file system information that is saved in a configuration file. If manual changes or additions have been made to the **/etc/fstab** file, such as adding NAS mounts, they will be overwritten and lost during the upgrade or if changes to the file system configuration are done via the **Service Menu**.	**Do Not** upgrade the G300 to StorNext 5 Release 5.3.0 if there are manual entries in the **/etc/fstab** file, such as NAS shares or other custom modifications to the file. In this case, here's what to do: 1. Backup the existing **/etc/fstab** file to another location. 2. Upgrade the G300. 3. Copy the file back to the original location. 4. Restart StorNext services to restore the existing mount points.

CR Number	SR Number	Description	Workaround (if applicable)
55384	n/a	If **dmnfsthreads** is not set on mount, **nfsds** may be over-commited when there are many NFS processes waiting for offline files.	For managed file systems serving NFS, Quantum recommends using the "dmnfsthreads=16" mount option. This setting ensures that NFS remains responsive when Storage Manager is retrieving data from an archive tier.
55318	n/a	Strange UID on ACL when file created on non ads client.	All systems accessing the StorNext SAN or LAN clients, or the NAS clients, must be part of the same identity domain. Accessing StorNext from different identity domains can result in inconsistent file ownership attributes, as well as potential access problems.
55220	n/a	(See CR 60774/55220 on the previous page)	
54451	n/a	StorNext supports case-sensitive file names. For configurations with different client types, such as Windows and Mac sharing the same files, the default case type may be different.	There currently is no workaround for this issue. SMB is operating as expected.
55993/ 54445	n/a	(NAS-only issue) Setting Unix permissions on a Mac Samba client sometimes silently fails. This problem occurs when: 1. The Samba mount is done using **sysadm** credentials. 2. Active Directory is not used. 3. Local Mac credential authentication is used when creating files.	To make sure the Mac Samba client does not fail, make sure User ID used for the Mac Samba client matches the User ID used for the NAS gateway server. File creation and permission setting changes done while using Active Directory and an active Mac Samba client will now work as expected.

CR Number	SR Number	Description	Workaround (if applicable)
52414	3470544	StorNext upgrade script for the gateway agent does not fully clean up stale upgrade remnants from previous upgrades causing the gateway agent upgrade to potentially fail on G300 appliances for systems upgrading to StorNext 5 releases prior to 5.2.0. This was fixed in StorNext 5 Release 5.2.0.	If you run into this issue, remove all the files in the **/scratch/agents/** directory. To do this: 1. Access the G300 command line. 2. Issue the command: ```rm –rf /scratch/agents/*``` 3. Run the upgrade again.

How to Disable NFS v4

To disable NFSv4 on G300 systems, especially those systems running NAS 1.2.0 or earlier, perform the following on the server:

Edit the nfs File

1. Open an SSH connection to the appropriate server and use the IP address assigned to the node on the Management or LAN Client network, or use the Service Port IP address, if connected to the Service Port.

   Service Port IP addresses (if used):

2. Log in to the server node with the following credentials:

   - User name: `stornext`

   - Password: `<stornext user accountpassword>`

   > **Note:** `password` is the default password for the stornext user account. If the password has been changed, use the current password.

3. Enter `sudo rootsh` to gain root user access.

4. Enter the password for the `stornext` user account again.

5. Edit **/etc/sysconfig/nfs** file. (See)

6. Change the value for RPCNFSDARGS to "-N 4". When finished, the line must be: RPCNFSDARGS="-N 4"

7. Change the value for RPCMOUNTDOPTS to "-N 4". When finished the line must be:
   RPCMOUNTDOPTS="-N 4"

8. Save the file.

Restart NFS

1. Enter the following to restart the NFS configuration:

```
service nfs-config restart
```

2. Enter the following to restart the NFS server:

```
service nfs-server restart
```

After You Restart NFS on the Server

If you need to create new NFS shares to export for user access, you may do this now. See the About the Manage NAS App section of the **StorNext Connect Documentation Center** for information about NAS configuration using StorNext Connect.

Example: Use vi to Edit the nfs File

1. Enter the following:

```
vi /etc/sysconfig/nfs
```

2. Move the cursor to the closing quotation mark in RPCNFSDARGS.

3. Enter the following:

```
i -N 4
```

4. Write the file and quit vi as follows:

```
:wq
```

5. For this example, you would have to Restart NFS above and then repeat both the Edit the nfs File on

the previous page and the Restart NFS on the previous page sections again on node 1.

6. Close the SSH session for the server.

Contacting Quantum

More information about StorNext is available on the Quantum Service and Support website at http://www.quantum.com/ServiceandSupport. The Quantum Service and Support website contains a collection of information, including answers to frequently asked questions (FAQs).

Quantum Appliance Upgrades

To request a StorNext software upgrade for Quantum appliances, open a support ticket at:

http://www.quantum.com/customercenter/

For further assistance, or if training is desired, contact the Quantum Technical Assistance Center.

Contacts

For information about contacting Quantum, including Quantum office locations, go to:

http://www.quantum.com/aboutus/contactus/index.aspx

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http://www.quantum.com/serviceandsupport/get-help/index.aspx#contact-support

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  http://www.quantum.com/customercenter/

For further assistance, or for training opportunities, contact the Quantum Customer Support Center:

Region	Support Contact
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	+1-720-249-5700
EMEA	+800-7826-8888 (toll free)
	+49 6131 324 185
Asia Pacific	+800-7826-8887 (toll free)
	+603-7953-3010
For worldwide support:	
http://www.quantum.com/serviceandsupport/get-help/index.aspx#contact-support	

Worldwide End-User Product Warranty

For more information on the Quantum Worldwide End-User Standard Limited Product Warranty:

http://www.quantum.com/serviceandsupport/warrantyinformation/index.aspx