

StorNext Connect Release Notes

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About StorNext Connect

StorNext Connect is a collection of independent applications, with some dependencies between them as necessary. The applications are released in compatible bundles. All StorNext Connect applications have incrementing integer version numbers (for example, 1, 2, 3). Quantum recommends using the latest versions of StorNext Connect applications for the latest features and functions.

See the [Planning and Compatibility](#) section of the StorNext Connect Doc Center for the requirements for enabling and operating StorNext Connect.

See the StorNext Connect Documentation Center (<https://www.quantum.com/sncdocs>) for information about installing and updating applications through the App Store.

Fixed Issues and Enhancements

This release includes several enhancements, some of which are listed below.

- Discover - Multi-Worker Parallel Discovery Engine
- Discover - Display Warning on Systems With Connector Issues
- Discover - Discover Client Automatically After Installing Connector
- Discover - Option To Clear Discover Database Before Discovery
- Discover - Config Checker For MDCs/Clients With Warnings/Errors and Help Tooltips
- HealthCheck and Display Icon To Show If Clients Not Correctly Configured To Send Stats
- Auto-Refresh Connectors After Initial Discovery On Single Appliance Installs
- Auto-Refresh Connectors Using Multiple Workers
- Monitor Performance - Data Table Query and Display Redesign
- Improved Performance and Stability At Scale
- Monitor Performance - UI Updates To Labels, Titles, Tooltips and Graphs
- Control Over Connect GUI Cross-Launch URL Value Inside StorNext GUI
- QXS Compatibility Updates

See [Fixed Issues and Enhancements on page 7](#) for more information.

Related Product Release Notes

StorNext Connect is a single graphical interface that connects your Quantum appliances and StorNext resources. See the [Documentation Portal](#) to stay up-to-date with the documentation resources for other Quantum products in your environment.

General Notes

The following sections include notes, recommendations, and limitations for StorNext Connect applications and components to help you better understand your StorNext Connect experience. Because StorNext Connect is a single graphical interface that connects your Quantum appliances and StorNext resources, some of the notes are issues that appear in StorNext Connect but originate with other Quantum products. For a complete picture, see the release notes and documentation for the other Quantum products in your environment.

Upgrades and Updates

App Updates Before or After a Firmware Upgrade

When upgrading the firmware of the Quantum appliance that hosts StorNext Connect, make sure to check for updates to the StorNext Connect apps and components. Quantum recommends updating the apps and components to ensure seamless StorNext Connect compatibility and functionality.

Rediscovery After a Firmware Upgrade

After a firmware upgrade is performed on the Quantum appliance that serves as the StorNext Connect system or any Quantum appliance in the StorNext Connect discovered environment, **Rediscover** your environment using Discover Components. This ensures Discover Components recognizes any version changes or changes in topology as a result of the firmware upgrade.

In addition, if you use the StorNext Connect Manage NAS app to manage and monitor your NAS cluster(s), reimport the cluster(s) after upgrade. This ensures the app recognizes any changes in the NAS cluster topology.

Connect Core

Tablet Browser Recommendations

- Safari is recommended for iOS tablets.
- Chrome and Firefox are recommended for Android OS tablets.

See the [Planning and Compatibility](#) page of the StorNext Connect Doc Center for browsers supported.

Connect Add-on for Xsan

Xsan Clients

Xsan clients do not display performance data.

Discover Components

QXS Disks

When you perform a **Rediscover** (or a **Reset Discover**) operation, your existing QXS disk(s) are removed from your cluster. You must navigate to [Manage QXS](#) and associate a cluster with your QXS disk(s).

Manage Clients Application

Tablet Browser Note

There is a horizontal toggle switch in the Manage Clients application on the **Update Clients** screen under the heading "Restart StorNext or reboot host". The ability to toggle this switch with a finger touch is unreliable on iOS tablet devices.

StorNext Connect: fsforeignservers File Not Supported

The StorNext **fsforeignservers** file is not supported with StorNext Connect. If you were to manually remove the **fsnameservers** file; add the **fsforeignservers** file with correct public IP address to the name server; restart StorNext on the client; and attempt to add a mount point, StorNext Connect will keep adding the **fsnameservers** file and ignore the **fsforeignservers** file. The mount point will not be added to **/etc/fstab**. The **fsnameservers** file will always override the **fsforeignservers** file.

Monitor Performance Application

Windows Client Statistics

If your StorNext Connect system monitors StorNext statistics for Windows clients, you may see short intervals where statistics are missing. This does not indicate a problem with your system.

The missing stats intervals may repeat on a regular basis. The intervals are more frequent when StorNext Windows clients are using Windows for their metadata controller (MDC).

StorNext 6.x and Windows Client Statistics

StorNext Connect does not reports statistics for Windows clients that have been upgraded to StorNext 6.x. If you use StorNext Connect for Windows client monitoring, upgrade clients to StorNext 6.0.5 or later, which provides a resolution.

.csv File Name Differs When Drop-Down Option is Changed

When using the "Download CSV data file" option to export monitoring data, it is possible that when drop-down menus are changed without the **Update** button being clicked, the .csv file name saved will use the name of the MDC and not "ALL". There is currently no workaround for this situation.

Under-Reports Bytes Written

If you choose to start up a client system and, prior to any other activity, run and measure a known workload via StorNext Connect, you will see a measurement of aggregate data activity over a time frame that includes the time prior to any activity. Any activity that occurred during that very first minute will be lost. There is currently no workaround for this situation.

Gap in Monitoring Statistics

If you see a gap in monitoring statistics availability, `snstatd` could be sending duplicate entries for the StorNext Connect client kernel counters.

This issue should only be seen if one or more clients are running the initial StorNext 5 release, or StorNext 5 Release 5.1, and were added in the Discover Components application.

Upgrade the client to the latest StorNext release. Or, to update statistics, perform the following workaround, which can be run and maintains volume (file system) availability on the client:

1. Log onto the StorNext MDC/client system and access the command line.
2. Enter the following:

```
service quantum_supervisord stop
/usr/cvfs/bin/cvadmin -e 'restartd snstatd'
service quantum_supervisord start
```

Reserved Space on StorNext File System Is Not Reported

The StorNext Statistics Utility (`qustat`), which provides StorNext File System statistics to StorNext Connect, does not report the reserved space. As a result, if a volume (file system) is empty, the `df` (disk free) command shows (Number of Clients * Reserved Space) for the space used. However, `qustat`, and therefore the StorNext Connect monitoring applications, shows almost no space used for the volume.

See the "Advanced Parameters > Allocation Tab" section of the [Add a File System](#) page of the [StorNext Documentation Center](#) for details about the reserved space option.

Monitor Storage Manager Application

StorNext 6.x and Windows Client Statistics

StorNext Connect does not reports statistics for Windows clients that have been upgraded to StorNext 6.x. If you use StorNext Connect for Windows client monitoring, upgrade clients to StorNext 6.0.5 or later, which provides a resolution.

.csv File Name Differs When Drop-Down Option is Changed

When using the "Download CSV data file" option to export monitoring data, it is possible that when drop-down menus are changed without the **Update** button being clicked, the `.csv` file name saved will use the name of the MDC and not "ALL". There is currently no workaround for this situation.

Data Reporting

StorNext Connect currently has a few issues indicated below about reporting and displaying Storage Manager monitoring. The activity and performance monitoring for the Monitor Storage Manager application may display some inaccurate data for Storage Manager. Although this may be confusing or be interpreted as an issue with Storage Manager and tape devices, it is an interval reporting mismatch with Storage Manager and StorNext Connect.

Here are the three areas of Storage Manager activity and performance monitoring where this may be observed in the Monitor Storage Manager application in StorNext Connect currently.

- **Extended Periods of Time with No Data Reported:** This is due to a StorNext Connect system error in reporting statistics. There is currently no workaround for this situation.
- **Occasional Missing Data Points or Data Spikes:** If the Monitor Storage Manager application occasionally misses data points, or you see a spike in the data being reported, it is caused by intermittent Storage Manager statistics reporting. There is currently no workaround for this situation.
- **Low-level Detail in Storage Manager I/O and Throughout Displays:** Statistics reported using low-level data movement detail can lead to an incomplete picture of I/O functions being performed over the life cycle of a tape transfer. There is currently no workaround for this situation.

Device Read Activity Exceeds Available Storage

Gaps in the data of unpaired MDCs (that is, an inactive StorNext Connect system [MDC Node 2 of a dual-node system]) cannot be totaled with data from healthy MDCs and still provide accurate results. There is currently no workaround for this situation.

Gap in Monitoring Statistics

If you see a gap in monitoring statistics availability, `snstatd` could be sending duplicate entries for the StorNext Connect client kernel counters.

This issue should only be seen if one or more clients are running the initial StorNext 5 release, or StorNext 5 Release 5.1, and were added in the Discover Components application.

Upgrade the client to the latest StorNext release. Or, to update statistics, perform the following workaround, which can be run and maintains volume (file system) availability on the client:

1. Log onto the StorNext MDC/client system and access the command line.
2. Enter the following:

```
service quantum_supervisord stop
/usr/cvfs/bin/cvadmin -e 'restartd snstatd'
service quantum_supervisord start
```

NAS Application

DNS Load Distribution with NFSv3 Clients

If you use DNS load distribution with NFSv3 clients, lock recovery during failover may not be honored.

Instead, all NFSv3 clients **must** mount shares through the same predesignated VIP from the VIP pool to ensure safe lock recovery during failover. Do not use the Master VIP as the predesignated VIP.

Utilization Application

Occasional Missing Data Points or Data Spikes

In the Historical Capacity graph, the primary storage and metadata lines sometimes jump to the maximum capacity of the user data or metadata stripe groups in the volume (file system), instead of showing the amount of capacity in use. Alternatively, data points can drop erroneously to zero.

These errors happen at midnight as a result of the StorNext File System skipping collection of statistics for the first several minutes of the new day. The StorNext File System otherwise remains in normal working order during this period.

To workaround, disregard the unusual graph values, or use the legend filtering controls to hide primary storage and/or metadata from the graph. Filtering allows the graph to rescale for a clearer view of the archive storage tiers.

Reserved Space on StorNext File System Is Not Reported

The StorNext Statistics Utility (`qustat`), which provides StorNext File System statistics to StorNext Connect, does not report the reserved space. As a result, if a volume (file system) is empty, the `df` (disk free) command shows (Number of Clients * Reserved Space) for the space used. However, `qustat`, and therefore the StorNext Connect monitoring applications, shows almost no space used for the volume.

See the "Advanced Parameters > Allocation Tab" section of the [Add a File System](#) page of the [StorNext Documentation Center](#) for details about the reserved space option.

StorNext 6.x and Windows Client Statistics

StorNext Connect does not reports statistics for Windows clients that have been upgraded to StorNext 6.x. If you use StorNext Connect for Windows client monitoring, upgrade clients to StorNext 6.0.5 or later, which provides a resolution.

Fixed Issues and Enhancements

Quantum continuously makes performance improvements and enhancements to make StorNext Connect better for you.

The following tables list recent changes and fixed issues for StorNext Connect applications and components.

Connect Core v24

ID	Description
CON-5577	Increment all Connect app revisions for 7.0.
CON-5640	Connect - Update version of snprobe in 3rd party repo and consume into Connect
CON-5685	Connect only shows one library on the 'Tape Libraries' widget
CON-5754	Connect: Prevent log warnings from collect_connect_logs.sh
CON-5758	Connect: remove stale run_whisper_migration references from installer
CON-5783	Unified UI: New UI Preview Link From Connect
CON-6040	Connect: discover host not found
CON-6208	Connect: Filesystem storage widget and Tape libraries display 0 filesystems
CON-6402	Connect - Build New snprobe To Support M-Series For 3rd Party Repo
CON-6415	USUI- No crosslaunch link from Connect to the new UI
CON-6666	Connect: error at Portal setup step - Unable to register new user with qstore2
CON-6689	Connect UI: New StorNext banner is not aligned
CON-6811	Connect - Issues in Top Menu Bar Icons and Cross Launching

Connector v26

ID	Description
CON-5120	Increment all Connect app revisions for 7.0.
CON-5577	Failure in adding Connector to SUSE 12.4 clients through Discover on StorNext 7.0

Containers v7

ID	Description
CON-4863	Need to add manpage for docker-based backup script for XCellis appliances
CON-5093	Gather logs script doesn't not filter services for currently running

ID	Description
CON-5612	SNConnect: Use shared cert rpm for SSL
CON-5706	Connect - Install fails due to bad path for uui ssl cert rpm
CON-5795	Connect: /bin/connect control script
CON-6217	Connect: test_connect_backup fails - missing quantum_connect_graphite container
CON-6405	CONNECT: Fix 7.0.1 build-to-build upgrade
CON-6532	Connect - Disable legacy pre container upgrade paths
CON-6545	Connect: App-Updates package is not installed. Causes apps to be missing or behind in versions
CON-6637	Fresh installed 7.0.1: Dual node XWD having issue starting graphite
CON-6693	./install_containers.sh: line 282: [: /opt/quantum/connect/docker/bundle/app-updates.tar.gz: binary operator

Discover Components v16

ID	Description
CON-5521	Discover - Disable Browser AutoComplete In Root User/Password Fields On Add Host Page
CON-5555	Initial Discovery: Auto Refresh Node1 Connector After Initial Wizard Based Discovery
CON-5577	Increment all Connect app revisions for 7.0.
CON-5599	SNA7.0.0 Fresh installed XWD shows duplicate workspaces after rediscovery
CON-6393	Discover - deep-discovery fails on clients that have primary interface not routable from MDCs
CON-6467	Connect - Dashboard shows Node's ip addr name as HA-vip name after fw upgrade to SNA7.0.1
CON-6622	Connect Discover attempts to install Connector using unroutable IP address on a Client

Manage Clients v10

ID	Description
CON-5577	Increment all Connect app revisions for 7.0.

ID	Description
CON-6475	Connect Manage Clients app - unable to install StorNext Client
CON-6518	Connect - Add StorNext 7.0.1 Clients To Qstore2

Manage QXS v15

ID	Description
CON-5577	Increment all Connect app revisions for 7.0.

Monitor Performance v12

ID	Description
CON-5577	Increment all Connect app revisions for 7.0.
CON-5509	Styles of timescales on Monitor Performance page are broken for 'Last 1 Week' and 'Last 2 Weeks' periods

Store v11

ID	Description
CON-5577	Increment all Connect app revisions for 7.0.

Utilization v7

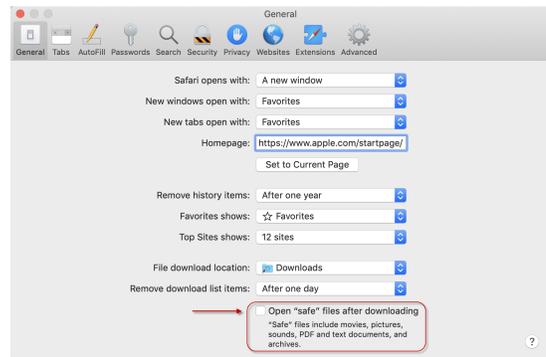
ID	Description
CON-5577	Increment all Connect app revisions for 7.0.

Known Issues

The following tables list known issues and workarounds for StorNext Connect.

Browser Issues

Issue	Description	Workaround/Resolution
CON-5071	<p>The MacOSX Safari browser automatically unzips any zipped file during a download (thus removing the .gz extension from file).</p> <p>This behavior affects files that you download from the StorNext Cloud website, and causes an upload failure when you perform an Upload from File on the App Store page.</p>	<p>Do the following to prevent the Safari web browser from automatically unzipping the offline content file:</p> <ol style="list-style-type: none"> 1. In the menu bar, click Safari, and then click Preferences.... The Safari preferences dialog appears. 2. In the General tab, clear the Open "safe" files after downloading check-box.



StorNext Cloud Website Issues (<https://stornextconnect.quantum.com/>)

Issue	Description	Workaround/Resolution
CON-971	<p>When viewing the StorNext Connect website on some Apple devices, you may see a block of white space on the page.</p>	<p>Scroll vertically past the white space until you see content.</p>

Connector Issues

Issue	Description	Workaround/Resolution
CON-3200	If <code>/var/run/qtm-supervisord.pid</code> already exists on the system, then the Connector installation will fail.	<ol style="list-style-type: none"> 1. Check if supervisord is running. Enter the following command (logged in as root): service quantum_supervisord status 2. If supervisord is not running but <code>/var/run/qtm-supervisord.pid</code> exists, remove <code>/var/run/qtm-supervisord.pid</code>. 3. Check the host for rsync, and if it is not present, install it. Refer to the host's operating system documentation for details about querying and installing the rsync package. 4. Retry the Connector installation.
CON-3199	Connector installation from Discover Components fails if the rsync RPM is not installed on the host.	Check the host for rsync, and if it is not present, install it. Then retry the Connector installation. Refer to the host's operating system documentation for details about querying and installing the rsync package.
CON-2933 372636	StorNext Connect does not recognize statistics from StorNext 6.x Linux clients that have been configured to use named workspaces (clusters).	None. If you use StorNext Connect for Linux client monitoring, consider waiting to configure named workspaces/clusters until the issue is resolved.
CON-1392	The StorNext Windows Connector mintd service is not active if StorNext is removed from a Windows client.	<p>StorNext is required to be active in order to send statistics from the Windows client to the StorNext Connect system.</p> <p>If StorNext was uninstalled, reinstall StorNext and then restart Mintd-Service in the Services Control Manager.</p>

Issue	Description	Workaround/Resolution
CON-1347	The repair option for the StorNext Windows Connector installer does not work.	<p>Do not use the repair option. Use the standard Windows Control Panel method to uninstall the StorNext Windows Connector. Delete the residual C:\Program Files\Quantum\mintd directory to remove the previous configuration files, and then re-install the Connector.</p> <p>If you used the repair option, the dialog box will show "Repair Failed." Close the dialog box. Then, uninstall the StorNext Windows Connector, delete the mintd directory, and re-install the Connector.</p>

Issue	Description	Workaround/Resolution
CON-1452	<p>File systems that do not support the <code>d_type</code> attribute in the <code>readdir()</code> system call cannot be used to run the Connector plugins. If the <code>/opt/quantum/connector/plugins</code> directory is on this kind of file system, the Connector will not work on that client system. The only known file system that does not support the <code>d_type</code> attribute is ReiserFS.</p> <p>In this case, you will not see mount points for file systems on the client, you will not be able to update the Connector on the client, and the Manage Clients and Manage NAS apps will not work. In addition, the <code>/opt/quantum/connector/logs/quantum_connectd.log</code> will show an error that it couldn't find the command:</p> <pre>[1028 11:14:51.176] 0x7f233ba11950 ERR [worker.c:113] [find_newest_ cmd_path] Unable to locate specified command, error 2 [1028 11:14:51.177] 0x7f233ba11950 INFO [worker.c:199] [find_cmd_path] Unable to find command path, error 2 [1028 11:14:51.177] 0x7f233ba11950 ERR [worker.c:253] [pretask_ command_msg] Unable to find command path, error 2 [1028 11:14:51.177] 0x7f233ba11950 ERR [worker.c:442] [worker_init] Unable to pretask request, error 2</pre> <p>The following example shows the command to determine your file system type (the returned type in the example is ReiserFS):</p> <pre># for fs in \$(df /opt/quantum/connector/plugins awk '{print \$1}'); do mount grep \$fs ; done</pre>	<p>Mount another file system somewhere in the directory hierarchy leading up to (and including) the <code>plugins</code> directory, or copy the contents of the <code>plugins</code> directory to another file system and then symlink the <code>plugins</code> directory to the file system directory.</p>

Issue	Description	Workaround/Resolution
	/dev/sda2 on / type reiserfs (rw,acl,user_xattr)	

Connect Core Issues

Issue	Description	Workaround/Resolution
CON-967	After the upgrade of any StorNext Connect application, browser caching may lead to abnormal white space on the StorNext Connect Dashboard or other application pages.	Please clear your browser's cache after StorNext Connect application upgrades.

Discover Components Application Issues

Issue	Description	Workaround/Resolution
<p>CON-961</p>	<p>If StorNext Connect is moved to a new server or if the Fully-Qualified Domain Name (FQDN) of the StorNext Connect system (MDC Node 2 of a dual-node appliance) is changed for any reason, a StorNext Connect Connector could end up orphaned on multiple client systems.</p>	<ol style="list-style-type: none"> 1. Log onto the affected client(s) and access the command line of the system with the orphaned StorNext Connect service. 2. Enter the following: <div data-bbox="919 527 1458 596" style="background-color: #f0f0f0; padding: 5px; margin: 5px 0;"> <pre>cd /opt/quantum/connector/etc</pre> </div> 3. Edit the connecthostname file to match the new StorNext Connect system name from the command using <i>vi</i> or a similar editing tool. 4. Enter the following: <div data-bbox="919 831 1458 968" style="background-color: #f0f0f0; padding: 5px; margin: 5px 0;"> <pre>/opt/quantum/mintd/mintd_control.py set --minthost <new StorNext Connect system name></pre> </div> 5. You will see the following: <div data-bbox="919 1094 1458 1209" style="background-color: #f0f0f0; padding: 5px; margin: 5px 0;"> <pre>Waiting for response Config adjusted</pre> </div>
<p>CON-964</p>	<p>If StorNext client packages are manually removed from StorNext clients, the Discover Components application indicates that the previous StorNext release is installed on clients. Do not manually remove StorNext client software packages from StorNext clients.</p>	<p>To enable clients to be freshly discovered if the StorNext client packages were manually removed, reboot the StorNext Connect MDC.</p>

Issue	Description	Workaround/Resolution
CON-972	<p>If you provide user credentials when installing the Connector on a client, you will receive a message stating, "A Connector could not be found."</p> <p>Additional steps are required to provide root credentials for Ubuntu clients.</p>	<p>When adding a new host through Discover Components, you must provide the root credentials in Step 1 - host information.</p> <p>Before attempting to add a new Ubuntu host, you need to edit <code>/etc/ssh/sshd_config</code> to allow Discover Components to install the Connector as root:</p> <ol style="list-style-type: none"> 1. Log onto the Ubuntu client. 2. Edit <code>/etc/ssh/sshd_config</code>. Change the following entry from <pre data-bbox="919 653 1458 758">PermitRootLogin without-password</pre> <p>to</p> <pre data-bbox="919 877 1458 947">PermitRootLogin yes</pre> 3. Restart sshd: <pre data-bbox="919 1073 1458 1142">service ssh restart</pre>
CON-3392	<p>Unable to See statistics on a Windows client</p>	<p>If stats are not shown for a Windows StorNext client, running the following command on the client may help:</p> <pre data-bbox="862 1314 1458 1486">C:\Program Files\StorNext\bin>qustat.exe -A "tcp://127.0.0.1:5001" -F protobuf -I 30</pre> <hr/> <p>Note: You may need to upgrade to <code>[[[Undefined variable StorNextVariables.ProductSN]]]</code> 6.0.6.1 or later on your Windows <code>[[[Undefined variable StorNextVariables.ProductSN]]]</code> system for this to work properly.</p>

Issue	Description	Workaround/Resolution
CON-3415	Workspaces (clusters) that were previously discovered no longer appear in the Discover Components app after upgrading the firmware for an appliance in workspaces from StorNext 5.4.x to StorNext 6.0.x, and then rediscovering the environment.	<p>After upgrading appliance firmware:</p> <ol style="list-style-type: none"> 1. Open StorNext Connect and launch the Discover Components app. 2. Click Rediscover. 3. Enter the hostnames or IP addresses of the name servers of the missing workspaces in the available boxes in the "Enter the name servers" area. If there are more name servers than boxes, you may have to complete the whole process before additional boxes are available to add more name servers. 4. Click Discover. 5. Wait for the rediscovery to complete. Once the discovery is complete, you'll see the "Discover" button change to a "Continue" button. 6. Click Continue.
CON-4097	If you are running the Discover Components app v9 and are using either the Microsoft Edge or the Internet Explorer browser, then the Discover Components page does not show volumes in corresponding columns for hosts with one or more workspaces.	There is no workaround for this issue if you are running the Discover Components app v9. The issue is fixed in Discover Components app v10.
CON-4116	A duplicate workspace is displayed on the Discover Components page when you modify a fsnameservers file using the StorNext GUI and rediscover the name servers.	To workaround this issue, navigate to the Discover Components page, and then click Rediscover .

Manage Clients Application Issues

Issue	Description	Workaround/Resolution
CON-966	<p>Updating a StorNext client with a similar prefix in the version number may result in an "ambiguous version specified" message. For example, if StorNext 5 Release 5.2.0.1 is installed and you downgrade to 5.2.0, you will see the error message because 5.2.0 is similar to the prefix for 5.2.0.1. Updates are not a problem for dissimilar StorNext releases, such as an upgrade from StorNext 5 Release 5.1.1 to 5.2.0.1.</p> <p>Only rollbacks from 5.2.0.X to 5.2.0 are affected.</p>	<p>If you see the "ambiguous version specified" error message after updating a StorNext client, clean up the StorNext release that is causing the problem. The StorNext release number will be listed in the error message as follows:</p> <ol style="list-style-type: none"> Log onto the client and access the command line of the system. Enter the following to display the StorNext releases: <pre>cd /opt/quantum/snupdate/bin ./snupdate show</pre> Clean up the StorNext release that is causing the problem. <p>For example, to clean up 5.2.0.1 you would enter:</p> <pre>./snupdate clean snfs_client 5.2.0.1</pre> <p>You may need to specify the unique StorNext release build for a specific StorNext release (depending on which StorNext releases are installed on the StorNext client). For example:</p> <pre>./snupdate clean snfs_client 5.2.0-51843G</pre>

Issue	Description	Workaround/Resolution
CON-963	<p>StorNext Connect does not currently support upgrading any nodes used as DDM hosts. The Discover Components and Monitor applications see the node, but due to its inter-dependence on Storage Manager (which is also running on the Metadata Appliance), the DDM service cannot be interrupted while DDM is in use. There is currently no workaround for this situation.</p>	<p>DDM client upgrades need to be performed using the standard StorNext upgrade process. Contact Quantum Support for assistance.</p>
CON-961	<p>If StorNext Connect is moved to a new server or if the Fully-Qualified Domain Name (FQDN) of the StorNext Connect system (MDC Node 2 of a dual-node appliance) is changed for any reason, a StorNext Connect Connector could end up orphaned on multiple client systems.</p>	<ol style="list-style-type: none"> 1. Log onto the affected client(s) and access the command line of the system with the orphaned StorNext Connect service. 2. Enter the following: <div data-bbox="919 814 1458 884" style="background-color: #f0f0f0; padding: 5px; margin: 5px 0;"> <pre>cd /opt/quantum/connector/etc</pre> </div> 3. Edit the connecthostname file to match the new StorNext Connect system name from the command using <i>vi</i> or a similar editing tool. 4. Enter the following: <div data-bbox="919 1115 1458 1255" style="background-color: #f0f0f0; padding: 5px; margin: 5px 0;"> <pre>/opt/quantum/mintd/mintd_control.py set --minthost <new StorNext Connect system name></pre> </div> 5. You will see the following: <div data-bbox="919 1377 1458 1497" style="background-color: #f0f0f0; padding: 5px; margin: 5px 0;"> <pre>Waiting for response Config adjusted</pre> </div>
CON-3421	<p>The "Manage Scripts" feature fails to upload, replace, or delete scripts on clients, even though the Manage Clients application indicates that the jobs complete successfully.</p>	<p>No current workaround exists. You cannot add, update, or delete scripts with the Manage Scripts interface until this feature is updated in a future release.</p>

Monitor Systems Application (Dashboard) Issues

Issue	Description	Workaround/Resolution
CON-961	If StorNext Connect is moved to a new server or if the Fully-Qualified Domain Name (FQDN) of the StorNext Connect system (MDC Node 2 of a dual-node appliance) is changed for any reason, a StorNext Connect Connector could end up orphaned on multiple client systems.	<ol style="list-style-type: none"> 1. Log onto the affected client(s) and access the command line of the system with the orphaned StorNext Connect service. 2. Enter the following: <div style="background-color: #f0f0f0; padding: 5px; margin: 5px 0;"> <pre>cd /opt/quantum/connector/etc</pre> </div> 3. Edit the connecthostname file to match the new StorNext Connect system name from the command using <i>vi</i> or a similar editing tool. 4. Enter the following: <div style="background-color: #f0f0f0; padding: 5px; margin: 5px 0;"> <pre>/opt/quantum/mintd/mintd_control.py set --minthost <new StorNext Connect system name></pre> </div> 5. You will see the following: <div style="background-color: #f0f0f0; padding: 5px; margin: 5px 0;"> <pre>Waiting for response Config adjusted</pre> </div>

Monitor Performance Issues

Issue	Description	Workaround/Resolution
CON-2933 372636	StorNext Connect does not recognize statistics from StorNext 6.x Linux clients that have been configured to use named workspaces (clusters).	None. If you use StorNext Connect for Linux client monitoring, consider waiting to configure named workspaces/clusters until the issue is resolved.
CON-3744	StorNext Connect does not recognize statistics from macOS Xsan clients.	There is currently no workaround for this issue.

Monitor Storage Manager Issues

Issue	Description	Workaround/Resolution
CON-2933 372636	StorNext Connect does not recognize statistics from StorNext 6.x Linux clients that have been configured to use named workspaces (clusters).	None. If you use StorNext Connect for Linux client monitoring, consider waiting to configure named workspaces/clusters until the issue is resolved.

Utilization Application Issues

Issue	Description	Workaround/Resolution
CON-3069	The Utilization app does not recognize HGST ActiveScale P100 storage and will not incorporate capacity or data movement associated with the P100 as a target.	This does not otherwise affect the functionality of the P100 and will be corrected in a future Utilization app release.
CON-2933 372636	StorNext Connect does not recognize statistics from StorNext 6.x Linux clients that have been configured to use named workspaces (clusters).	None. If you use StorNext Connect for Linux client monitoring, consider waiting to configure named workspaces/clusters until the issue is resolved.
CON-1710	The Utilization app might show different values for the small circle charts and the corresponding Capacity table charts.	Different parts of the page are updated independently from other parts of the page. Wait for a 60-second screen refresh for the charts and graphs to sync.
CON-1650	If you click the white space of the Storage Manager activity graph, the graph shows an unknown value.	Click the "Read" or "Write" labels to view the reported read or write value per second.
CON-1642	If you keep the Utilization app open, without persistent keyboard/mouse inputs, the app updates data values at one-minute intervals. The app also has a fifteen-minute refresh cycle, which resets the current page to the top of scrolling area and reverts to the default tab selection of the Capacity/Activity table.	Use the mouse and/or keyboard again to configure the page display as desired.

Contacting Quantum

More information about StorNext is available on the Quantum Service and Support website at <https://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:

<https://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:

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