Product Alert #182

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Product

StorNext

Summary

If you run **fsmedcopy -S** to a non-blank media**, fsmedcopy** could cause an End-of-Data (EOD) marker to be written early on the destination non-blank tape. This might prevent you from accessing any data stored after that point on the tape.

Affected Systems and Versions

- StorNext 7.1.x
- StorNext 7.2.0
- StorNext 7.2.1
- StorNext 7.2.2

Problem Description

Sometimes, a tape might accidentally have an End-of-Data (EOD) marker written too early. When this happens, it can make the rest of the data on the tape inaccessible.

The issue ***might*** occur if you use the **fsmedcopy -S** option to skip over bad spots on the source tape and the destination media is not blank. For the problem to occur, you ***must*** have specified the **-S** option WITHOUT **-b** to specify blank destination media AND **fsmedcopy** encounters a bad spot on the source media BEFORE it has written anything to the destination media.

If **fsmedcopy** had already written data to the destination before encountering the bad spot on the source media, everything would have worked smoothly.

Here's what happens in this situation: **fsmedcopy** mounts the source and destination media. The destination tape starts near the beginning. When **fsmedcopy** (using the **-S** option) reads the source tape, it encounters a damaged section. At this point, no data has been written to the destination tape. Due to the error, **fsmedcopy** stops the operation on the destination tape and places a tape mark at its current position before closing out.

If **fsmedcopy** had already copied data during this operation, we would have reached the end of the tape, and the additional tape mark would not make a difference.

This issue is rare and can only happen under all of the specific conditions:

- There is a damaged section on the source tape that the regular **fsmedcopy** process cannot fix.
- No data is written to the destination tape during the **fsmedcopy** process.
- The selected destination tape is not blank when you start.
- The **-S** option is being used.

Symptoms

You are not able to access or retrieve data from the destination media.

Solution

If you need to use the **-S** option, always include the **-b** option to ensure a blank media is selected as the destination.

If a fsmedcopy -S has already been run on a system, validate that the destination media can be read by retrieving various files.

A fix for this issue will be included in the StorNext 7.2.4 release.