

## H2000 with 1.4.1 Software Release Notes

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# About the H2000 with 1.4.1 Software

1.4.1 is the initial software release of the Quantum H2000.

## Known Issue

Issue	Support #	Description/Applicable Workarounds
BLK-5105	n/a	<p>DLM (distributed lock manager) default lockspace causes a QCSP VM (Quantum Cloud Storage Platform virtual machine) reboot hang, fencing one of the controllers.</p> <p>This issue will be fixed in the next software release.</p> <p><b>Workaround:</b></p> <p>The workaround is to un-fence the affected controller:</p> <ol style="list-style-type: none"><li>1. Open a PuTTY/Terminal session using the management IP address of the controller that has been fenced, and log in using <b>admin</b> for both the user name and password.</li><li>2. SSH to the QCSP VM. Enter: <pre>[admin@h2000-2 ~]\$ ssh 10.17.21.10 -l root</pre></li><li>3. Enter: <pre>[root@h2000-23bf46-2 ~]# sbd_unfence.sh</pre></li><li>4. Enter: <pre>[root@h2000-23bf46-2 ~]\$ cluster_start.sh</pre></li><li>5. Exit the ssh session for the QCSP VM. Enter: <pre>[root@h2000-23bf46-2 ~]# exit</pre></li><li>6. Exit the PuTTY/Terminal session: <pre>[admin@h2000-2 ~]\$ exit</pre></li></ol>

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# Contacting Quantum

## Contacts

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

<https://www.quantum.com/aboutus/contactus/index.aspx>

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

Region	Support Contact
North America	1-800-284-5101 (toll free) +1-720-249-5700
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