Quantum

DXi V5000, DXi4800, and DXi9000 Series Release Notes 4.9.2.1

Original Product/Software Release Date   September 2024

Contents

Purpose of This Release

The DXi 4.9.2.1 Software release supports DXi4800, DXi9000/9100, and DXi V5000 disk backup systems.

> ℹ️ **Note:** This release was scanned for vulnerabilities using Nessus® for vulnerability risk management, as part of Quantum's Quality Assurance (QA) process. The release code build was validated as secure.

What's New in DXi 4.9.2.1?

This software release features the following new features and updates:

- **DXi4800 -** Updates to support DXi4800 Gen2 Expansion Modules capacity expansions.

- **YUM -** YUM upgrade to fix CentOS 7 end of life issue.

> **WARNING: Systems currently using DXi Software versions earlier than 4.5.0.3 MUST UPGRADE TO 4.5.0.3 before upgrading to version 4.9.2** In general, Quantum strongly recommends upgrading to the latest version of DXi software before installing capacity upgrades, regardless of the capacity increment.

DXi Password Requirements

- **System Users -** Passwords must be between 8-64 characters, and must include at least one upper case (A-Z), one lowercase (a-z), one number (0-9), and one special character (` ~ ! @ # $ % ^ & * ( ) - _ = + [ ] { } \ | ; : ' " , . < > / ? space).

- **IPMI and iDRAC Users -** Service login passwords must be between 8-20 characters, and must include at least one upper case (A-Z), one lowercase (a-z), one number (0-9), and one special character (` ~ ! @ # $ % ^ & * ( ) - _ = + [ ] { } \ | ; : ' " , . < > / ? space).

Product Compatibility List

The following table provides information about DXi hardware compatibility with DXi 4.9.2.1 Software.

Component	Description
DXi4800	• 1 Node • 1 to 2 RAID controller cards. • 0 to 4 Expansion modules (JBODs) • 1 x 1 GbE Ethernet ports • (Optional) 2 x 10 GbE Ethernet ports • (Optional) Up to 8 x 25 GbE Ethernet ports (SFP28 optical or DAC Copper) • (Optional) Up to 16 x 10 GbE SFP Ethernet ports or 16 x 10GbE Base-T Ethernet ports. • (Optional) Up to 16 x 16 Gb Fibre Channel ports (for VTL or PTT) • (Optional) Up to 8 x 100 GbE Ethernet ports (Optical or DAC Copper) • 8 TB - 315 TB usable capacity
DXi9000 SD	• 1 Node • 1 Array module (RBOD) • 0 to 9 Expansion modules (EBODs) • 1 x 1 GbE Ethernet ports • (Optional) 2 x 10 GbE Ethernet ports • (Optional) Up to 8 x 25 GbE Ethernet ports (SFP28 optical or DAC Copper) • (Optional) Up to 16 x 10 GbE SFP Ethernet ports or 16 x 10GbE Base-T Ethernet ports. • (Optional) Up to 16 x 16 Gb Fibre Channel ports (for VTL or PTT) • (Optional) Up to 8 x 100 GbE Ethernet ports (Optical or DAC Copper) • 51 TB - 1020 TB usable capacity

Component	Description
DXi9000 HD	• 1 Node
	• 1 Array module (RBOD)
	• 1 Expansion module (EBOD)
	• 1 x 1 GbE Ethernet ports
	• (Optional) 2 x 10 GbE Ethernet ports
	• (Optional) Up to 8 x 25 GbE Ethernet ports (SFP28 optical or DAC Copper)
	• (Optional) Up to 16 x 10 GbE SFP Ethernet ports or 16 x 10GbE Base-T Ethernet ports.
	• (Optional) Up to 16 x 16 Gb Fibre Channel ports (for VTL or PTT)
	• (Optional) Up to 8 x 100 GbE Ethernet ports (Optical or DAC Copper)
	• 204 TB - 1020 TB usable capacity
DXi9100	• 1 Node
	• 1-2 Array modules (RBODs)
	• 0-2 Expansion modules (EBODs)
	• 1 x 1 GbE Ethernet ports
	• 2 x 10 GbE Ethernet ports
	• (Optional) 2 x 10 GbE Ethernet ports
	• (Optional) Up to 8 x 25 GbE Ethernet ports (SFP28 optical or DAC Copper)
	• (Optional) Up to 16 x 10 GbE SFP Ethernet ports or 16 x 10GbE Base-T Ethernet ports.
	• (Optional) Up to 16 x 16 Gb Fibre Channel ports (for VTL or PTT)
	• (Optional) Up to 8 x 100 GbE Ethernet ports (Optical or DAC Copper)
	• 204 TB - 2 PB usable capacity

Resolved Issues

The following issues were resolved in DXi 4.9.2.1 Software.

Issue Number	Description	Customer Number
DXE-28692 DXE-28693 DXE-28694	YUM updates to fix CentOS 7 end of life issues. Previously, when the **Check Now** button in the **Software Upgrade Utility** was selected, the following error was reported: *"ListAvailableupgrades: Poll for upgrade failed. Cannot communicate with the upgrade server"*	
DXE-28724	Updates to support the DXi4800 Gen2 Expansion Module capacity upgrades.	812220

Known Issues

DXi 4.9.2.1 Software has the following known issues:

Issue Number	Description
DXE-25942	DART GUI banner does not display full firmware version. DART (DXi Advanced Reporting) GUI does not contain enough space to display the new full firmware version. The firmware version has changed due to use of Git code build methods. The DXi code version can still be obtained from the DART GUI.
DXE-20388	Large DXi with extremely busy non-dedup Shares can cause Health Check and Garbage Collection to slow and use excess memory. Workaround: use dedup enabled shares. (DXi is not meant to be a primary storage device.)
DXE-26006	GUI: Can not return to home page from Disk Usage page. Customers using DXi4800 and ingesting data may be unable to navigate from the *GUI Status > Disk Usage* page to the GUI Home page. Workaround: Navigate to another GUI page and then navigate to the Home page.
DXE-26043	Netserver is not working properly. Usually this function is used in conjunction with Service to test the network connection from one DXi to another. Netserver is not used for any data storage functionality.
DXE-26082	Status page showed network ports p5p3 and p5p4 down with attention mode after successfully upgrading from 4.6.0-build1 to 4.8.0-build8. There is no functional impact to the DXi. Quantum Service can remove the attention after upgrade.

Issue Number	Description
DXE-20691	CLI: Secure Email: CLI (Command Line Interface) command needs improvement. Parameters and values names are not consistent. No functionality impact. Some inconsistencies and improvements that could be made in a future release.
DXE-27624	Upon upgrade to 4.9.2, a V5000 maybe appear to hang and never reach the "Normal" state. In this case, the user needs to log in to the V5000 desktop and respond to the *Select Hardware Profile* dialog. It is recommended to select the "Small" profile as it best matches V5000s created before 4.9.2.

Documentation

For the latest DXi4800 documentation using DXi 4.9.2.1 software, see the following DXi Documentation Centers:
- **DXi V5000 Documentation Center:** www.quantum.com/dxiv5000docs
- **DXi4800 Documentation Center:** www.quantum.com/DXi4800Docs
- **DXi9000 Series Documentation Center:** www.quantum.com/DXi9000Docs

Supported Backup Applications

For the current list of backup applications supported for use with DXi 4.9.2.1 Software:

1. Click on https://www.quantum.com/swcompguide.aspx

   The **Support > Software Compatibility With Tape Libraries** page appears.

2. In the **Compatibility Guide** list, select **Software / Disk-Based Backup Systems.**

3. (Optional) Select your system and software from the **Storage Device** and **Application Software** lists.

   Note: If the storage device and application software are not selected, a full list of all available devices and software will appear and requires a minute or two to populate. Select your system and software for a faster-appearing, shorter list.

4. Click **Submit.**

   Note: Contact the backup application vendor for the latest software revision information.

DXi Additional Notes

Cloud Based Analytics

Cloud Based Analytics (CBA) is now enabled by default. This will allow your DXi to communicate with Quantum and provide system health and greater serviceability.

If you want to disable Cloud Based Analytics (not recommended by Quantum), do the following:

1. Go to the **Configuration > System > CBA** page.

2. Uncheck the following boxes:

   - **Enable Cloud Based Analytics**

   - **Send Events (RAD and Admin Alerts)**

   - **Process Job Requests (Log capture and upload)**

   - **Send Telemetry**

3. Click **Apply**.

Dynamic Host Configuration Protocol (DHCP)

DXi systems default to DHCP. If you do not have a DHCP server, log into the Console Desktop and set a static IP (see DXi Installation Guide for more information).

Use the IPMI Remote Console to change this IP Address and reboot the system if this address conflicts with any systems on your network.

Email Reports

Quantum recommends enabling **Email Reports**. When enabled, **Email Reports** periodically sends system configuration and status information to Quantum, including any software upgrades you have installed using the **Software Upgrade Utility.** Quantum Support can use this information to provide a better support experience in the future.

To configure Email Reports:

1. Make sure a valid outgoing e-mail server is specified on the **Configuration > Notifications > Email > Server** page.

2. (Optional) Specify any additional recipients to receive the reports on the **Configuration > Notifications > Email > Email Reports > Recipients** page.

3. Make sure a weekly **Email Reports** schedule is configured on the **Configuration > Scheduler**

page. Configure two weekly recurring events: one for **Status** reports and one for **Configuration** reports.


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 10
- Escalate a Case on page 10
- Contact Quantum Sales on page 10

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/
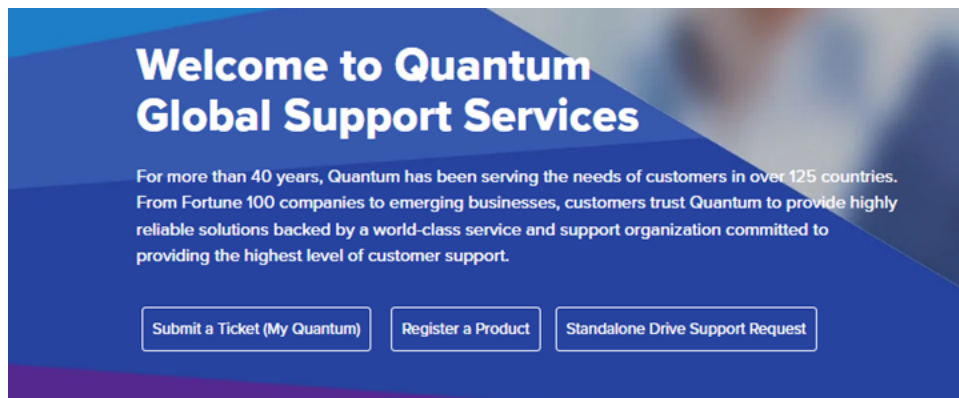

To start the process with Quantum Technical Support, click **Submit a Ticket**. From here, sign in to the MyQuantum Service Delivery Platform or create an account. For more information, refer to the Use MyQuantum Service Delivery Platform on the next page section below.
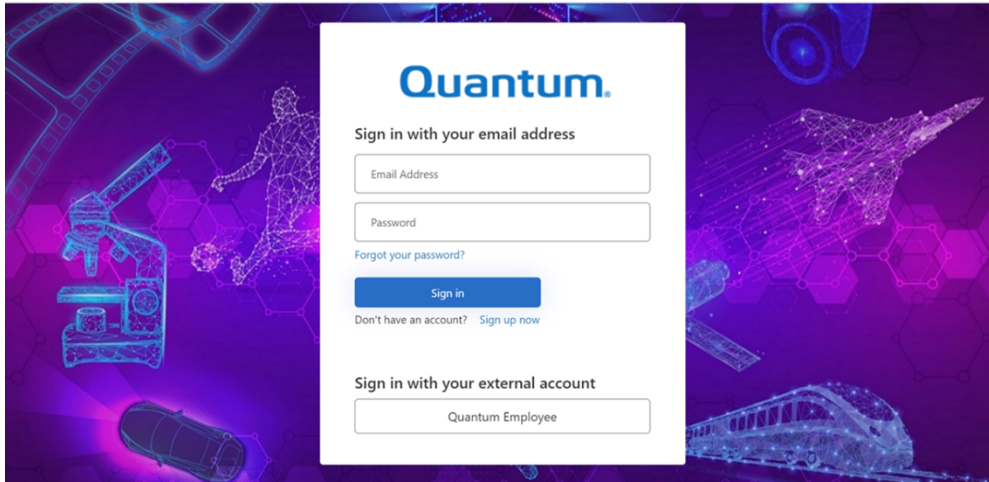
Use MyQuantum Service Delivery Platform

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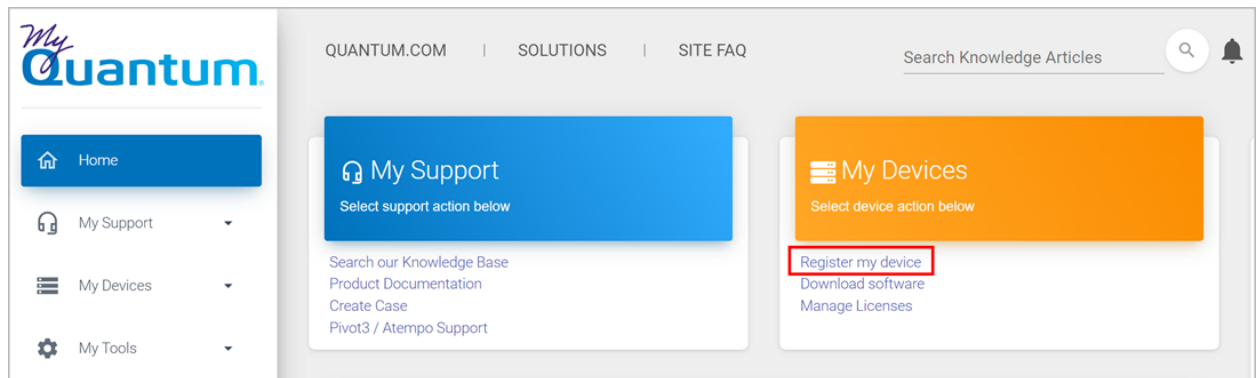
3. Request site access to the Cloud-Based Analytics (CBA) monitoring portal and follow the instructions to set up product(s) to connect to CBA. You can use CBA to monitor Quantum products remotely, from a single dashboard, and Quantum Support can use it to help troubleshoot products more efficiently.

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/