

Offline File Manager (for Microsoft Windows) 2.1.6 Release Notes

Original Product/Software Release Date	February, 2019
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About the Offline File Manager (for Microsoft Windows) Client

The **Offline File Manager (for Microsoft Windows)** application allows a StorNext client to perform data movement and metadata operations within the Windows Explorer interface when a relation point is created within the StorNext file system.

i Note: No license key is required to use the Offline File Manager for Microsoft Windows application.

How To Download the Offline File Manager (for Microsoft Windows) Application

The **Offline File Manager** application for Microsoft Windows clients is packaged separately from StorNext and can be download as a standard Microsoft Windows executable (.exe) file from Quantum myStorNext (<https://mystornext.quantum.com/login>). See [How To Download the Offline File Manager \(for Microsoft Windows\) Application](#).

Related Product Release Notes

Visit the [Quantum Documentation Portal](#) to stay up-to-date with the other Quantum products in your environment.

Resolved Issues

The following are the recent changes and resolved issues for Offline File Manager (for Microsoft Windows) 2.1.6.

Change Request	Description
SOF-442	If a file spans across more than one tape segment its icon shows as multiple tiers.

Known Issues

The following are the known issues for Offline File Manager (for Microsoft Windows) 2.1.6 as well as associated workarounds, where applicable.

- In StorNext 6.3.0, if you import files from an object store storage and a UUID is not used, then the icon presented is incorrect; the icon appears as an sdisk media type instead of an object store.
- In StorNext 6.3.0, Windows clients might cause a crash if mounting or unmounting fails. This is significant to the Offline File Manager because if you use a **nss_cctl.xml** file, a client that is blocked via this central control file causes the Windows client to crash.

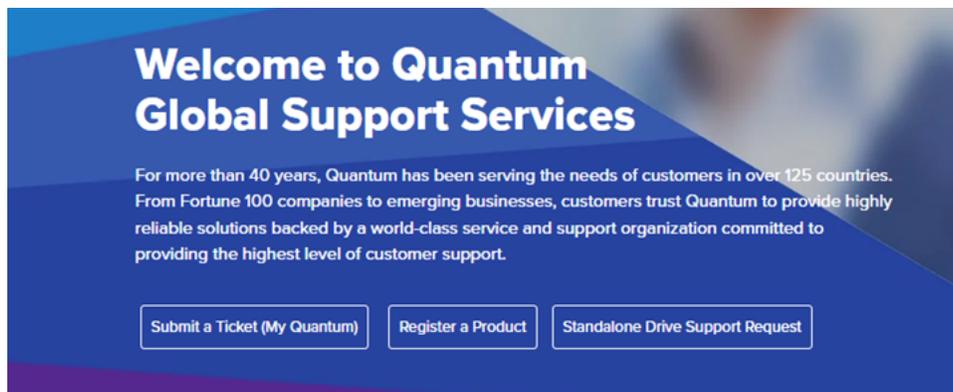
Contacting Quantum Support

Below is information related to contacting Quantum Support as well as steps to improve your Quantum customer journey.

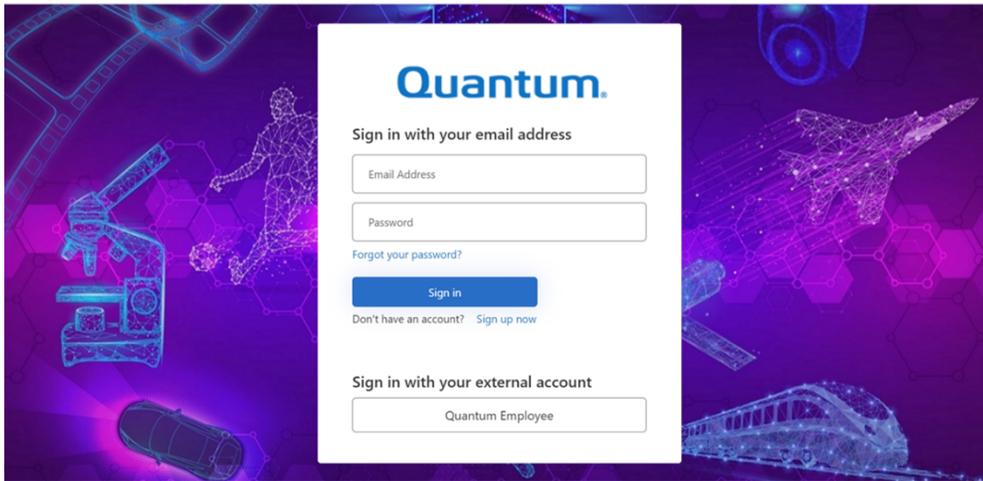
- [Submit a Ticket \(Service Request\) below](#)
- [Use MyQuantum Service Delivery Platform on the next page](#)
- [Use Cloud Based Analytics \(CBA\) on page 5](#)
- [Escalate a Case on page 5](#)
- [Contact Quantum Sales on page 5](#)

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/>



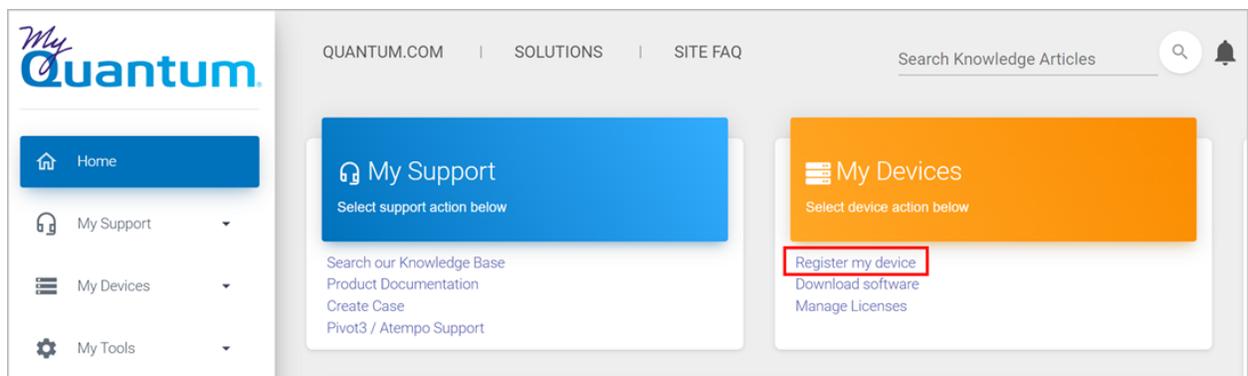
To start the process with Quantum Technical Support, click **Submit a Ticket**. From here, sign in to the MyQuantum Service Delivery Platform or create an account. For more information, refer to the [Use MyQuantum Service Delivery Platform below](#) section below.



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/>



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