

## Offline File Manager (for Apple macOS) 2.1.2 Release Notes

### Contents

About the Offline File Manager (for Apple macOS) Client .....	2
Resolved Issues .....	3
Known Issues .....	3
Contacting Quantum .....	4

---

© 2022 Quantum Corporation. All rights reserved. Your right to copy this manual is limited by copyright law. Making copies or adaptations without prior written authorization of Quantum Corporation is prohibited by law and constitutes a punishable violation of the law. ActiveScale, DXi, DXi Accent, FlexSync, FlexTier, iLayer, Lattus, Quantum, The Quantum Logo, QXS, Scalar, StorNext, SuperLoader, Vision, and Xcellis are either registered trademarks or trademarks of Quantum Corporation and its affiliates in the United States and/or other countries. All other trademarks are the property of their respective owners. Quantum specifications are subject to change.

# About the Offline File Manager (for Apple macOS) Client

The **Offline File Manager (for Apple macOS)** application prevents the inadvertent recall of files from StorNext Storage Manager. Offline file management uses StorNext web services to control file retrieves, stores and truncation requests.

**i Note:** No license key is required to use the Offline File Manager for Apple macOS application.

## What's New

- The **snooffline** scripts are now Python3 compatible.
- Fixed issues reading file names with unicode character paths.
- Fixed bugs in **snfileinfo**.

## How To Download the Offline File Manager (for Apple macOS) Application

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

Offline file management for Apple macOS is installed like any other **Finder** extension, and includes a user interface for offline tasks. See [Offline File Status and Recall](#) for more information.

## 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 Apple macOS) 2.1.2.


Change Request	Description
SOF-22	Mac Offline file manager cannot process Korean Characters in filenames and paths.
SOF-252	OFM-2.1.1 does not work in MacOS 12.4 when only python3 is installed due to path issues.
SOF-254	Retrieve/Truncate/Store fail with unicode character in path.
SOF-260	Scripts for OFM MacOS updated to support Python 3.
SOF-262	snfileinfo breaks when parsing returned json.

---

# Known Issues

The following are the known issues for Offline File Manager (for Apple macOS) 2.1.2 as well as associated workarounds, where applicable.

- The StorNext Web Services CLI commands on macOS X Sierra clients to StorNext 6.0.5 MDCs do not function due to SSL negotiation changes at StorNext 6.0.5.

 **Note:** This issue does not exist in macOS X High Sierra.

## Workaround

To correct this, follow the procedure below to re-enable TLS 1.0.

1. As root, edit the Tomcat configuration file located in the directory, `/usr/adic/tomcat/conf/server.xml`. Edit the `sslEnabledProtocols` parameter as follows.

Change:

```
sslEnabledProtocols="TLSv1.2"
```

To:

```
sslEnabledProtocols="TLSv1.2,TLSv1.1,TLSv1"
```

- Restart Tomcat using the following command:

```
service stornext_web restart
```

- If your system is configured as an HA environment, repeat **Step 1** and **Step 2** on the secondary node.
- 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.

---

## 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
EMEA	+800-7826-8888 (toll free) +49 6131 324 185
Asia Pacific	+800-7826-8887 (toll free) +603-7953-3010

For worldwide support:

<https://www.quantum.com/en/company/contact-us/>

### Comments

To provide comments or feedback about this document, or about other Quantum technical publications, send e-mail to:

[doc-comments@quantum.com](mailto:doc-comments@quantum.com)

The Quantum logo is rendered in a bold, blue, sans-serif font. The background of the page features a series of diagonal stripes in various shades of blue and purple, creating a dynamic, modern aesthetic.

Quantum technology, software, and services provide the solutions that today's organizations need to make video and other unstructured data smarter – so their data works for them and not the other way around. With over 40 years of innovation, Quantum's end-to-end platform is uniquely equipped to orchestrate, protect, and enrich data across its lifecycle, providing enhanced intelligence and actionable insights. Leading organizations in cloud services, entertainment, government, research, education, transportation, and enterprise IT trust Quantum to bring their data to life, because data makes life better, safer, and smarter. Quantum is listed on Nasdaq (QMCO) and the Russell 2000® Index. For more information visit [www.quantum.com](http://www.quantum.com).

[www.quantum.com](http://www.quantum.com) | 800-677-6268