Quantum®

Offline File Manager (for Apple macOS) 2.1.6 Release Notes

Original Product/Software Release Date	December, 2019

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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.

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) 2.1.6.

Change Request	Description
SOF-277	Mac OFM crashes when customer submits multiple store all copies jobs.

Change Request	Description
SOF-437	Python is no longer required.
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 Apple macOS) 2.1.6 as well as associated workarounds, where applicable.

- (SOF-346) The Offline File Manager application must convert a file name to the JSON format, where the JSON strings must be surrounded by a double quote ("), so that the file name can be provided to the MDC. If a file name contains a double quote, then the JSON string conversion reduces the JSON string and issues an error.

  For example, if a file name is labeled **"JSONString"withDoubleQuote"**, the JSON parser reduces the file name to **"JSONString"** and issues an error because the remainder of the original string does not begin with a double quote.

  Workaround

  To resolve the issue, remove all double quote characters from your file name.

- 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.

  ℹ️ **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"
     ```

  2. Restart Tomcat using the following command:

```
service stornext_web restart
```

3. 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 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 6
- Escalate a Case on page 6
- Contact Quantum Sales on page 6

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/
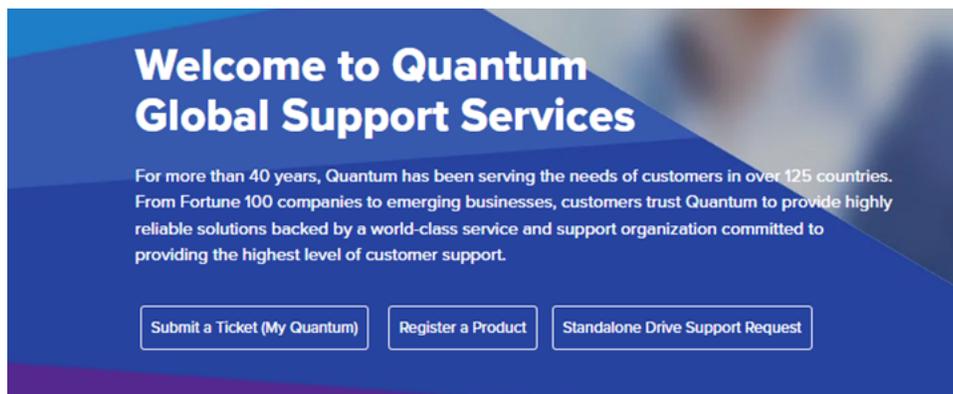

To start the process with Quantum Technical Support, click **Submit a Ticket**. From here, sign in to the MyQuantum Service Delivery Platform or create an account. For more information, refer to the Use MyQuantum Service Delivery Platform on the next page section below.
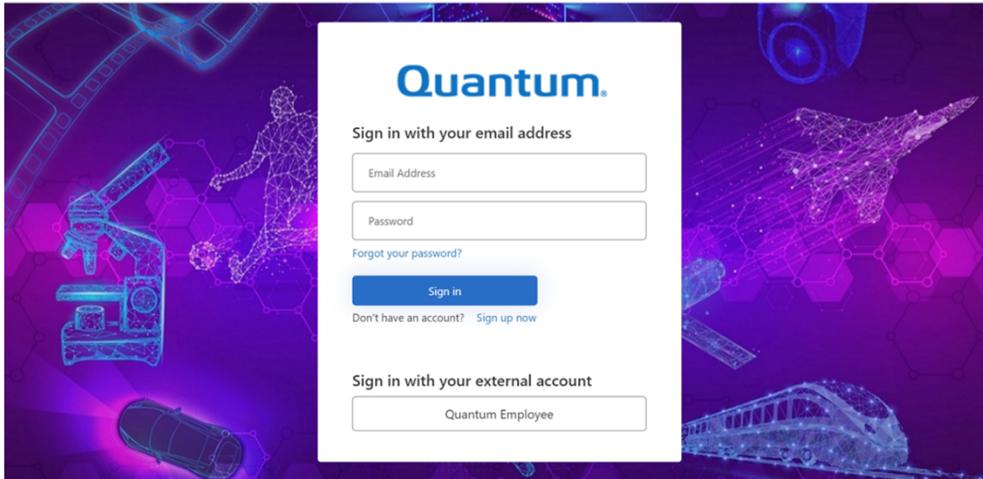
Use MyQuantum Service Delivery Platform

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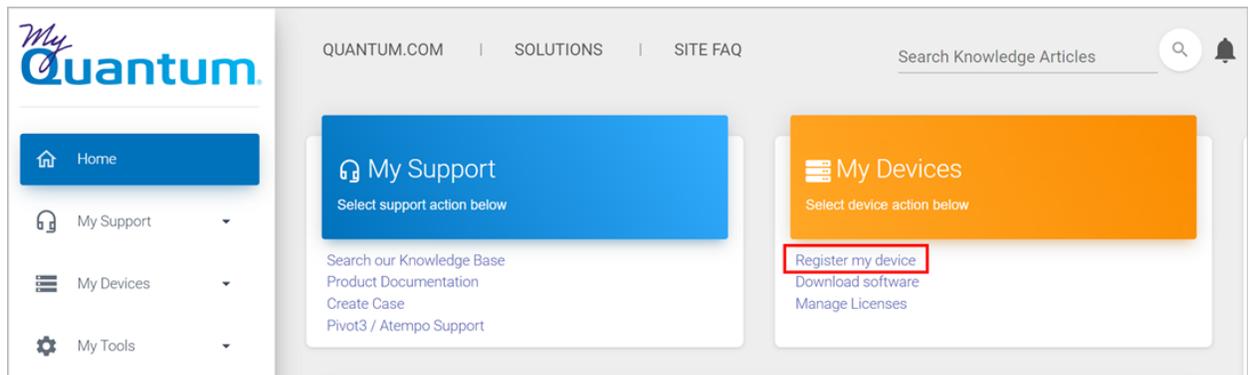
3. Request site access to the Cloud-Based Analytics (CBA) monitoring portal and follow the instructions to set up product(s) to connect to CBA. You can use CBA to monitor Quantum products remotely, from a single dashboard, and Quantum Support can use it to help troubleshoot products more efficiently.

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/

Quantum

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.

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