

Offline File Manager (for Apple macOS) 3.0

Release Notes

Product/Software Release Date	July, 2026
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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.

New Features and Enhancements

Improved Logging

- **Log levels:** A new log-level system has been introduced with four categories: Fatal, Warn, Info, and Debug, giving administrators greater control over the verbosity of application logs.
- **Content and format:** A new logging format provides consistent, structured entries that include the log type (**Fatal, Warn, Info, Debug**), **timestamp, source file name, line number, process ID, thread ID**, and the log message.

System Configuration

- **Granular permission system:** Administrators can now configure permissions for individual actions, including:
 - Store (including Store All Copies)
 - Truncate
 - Retrieve
 - Move Tiers
 - Promote Tiers
 - Demote Tiers
 - Remove from Tiers

File System Management

- **Move File(s) to File System Location:** A new right-click context menu option enables users to move files or folders to a different file system pool. The menu displays all available file system pools and indicates the current pool if it is the primary location for the selected file or folder.

Media Identification

- **Media ID visibility:** The **Action** Window now displays the **Media ID(s)** for all copies of a file, allowing users to identify the specific tape, disk, or AWS bucket where the file data resides. Refer to [StorNext File System Pooling](#) for media naming convention.

Usability Improvements

- **Single-instance enforcement:** Only one instance of Offline File Manager can run at a time, preventing conflicts and unexpected behavior.
- **Auto-scrolling log window:** The log window now automatically scrolls to display the most recent entries.
- **Resizable log window:** The log window can be re-sized to accommodate user preferences.

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.

Fixed Issues

The following are the recent changes and fixed issues for Offline File Manager (for Apple macOS)3.0.

Change Request	Description
SOF-127	Issue Offline actions on mapped drives failed when a second user logged into the same Windows system while a previous user was still disconnected (not logged out). Cause Offline File Manager used the first logged-in user's process to execute actions for all users, causing mapped drive paths to be unresolvable for subsequent users. Resolution Offline File Manager now correctly uses the active user's process when performing offline actions on mapped drives.
SOF-202	Issue Clicking the Offline File Manager shortcut multiple times opened multiple application instances. Cause No mechanism existed to prevent launching additional Offline File Manager instances. Resolution Offline File Manager now restricts operation to a single running instance.
SOF-250	Issue The snofflinecmd.exe retrieve command timed out when processing directories containing a large number of files (for example, 50,000 files). Cause The command-line retrieve operation did not handle large directory listings efficiently. Resolution Improved handling of large directory retrieval operations to prevent timeouts.

Change Request	Description
SOF-251	Issue A "Tiering is not enabled" error window appeared intermittently when attempting file system pooling actions after a period of inactivity. Cause Offline File Manager lost its connection to the storage pools after idle periods, resulting in "Unable to locate pools" errors. Resolution Fixed pool connection handling to maintain stable file system pooling availability.
SOF-264	Issue A security vulnerability existed in how Offline File Manager launched internal processes. Cause The process execution method did not properly sanitize command-line parameters. Resolution Resolved the security vulnerability by sanitizing process execution parameters.
SOF-275	Issue The Cancel button on the API Gateway credentials pop-up required multiple clicks (up to 7) before dismissing. Cause The credential pop-up did not properly handle the cancel action on the first attempt. Resolution The Cancel button now dismisses the credentials pop-up on a single click.
SOF-289	Issue After enabling "Enable recursive actions," file system pooling operations only applied to the top-level directory and did not process subdirectories. Cause Recursive file system pooling commands were not being propagated to sub-directories. Resolution Recursive file system pooling now correctly processes all sub-directories.

Change Request	Description
SOF-297	Issue Offline File Manager crashed a few seconds after opening. Cause A configuration error caused an application crash during start-up initialization. Resolution Fixed the startup sequence to ensure Offline File Manager launches reliably.
SOF-303	Issue Compiler warnings were present in the Windows Offline File Manager code-base. Cause Data type conversion warnings accumulated across the code-base. Resolution Resolved compile warnings to improve code quality and maintainability.
SOF-323	Issue The right-click Offline Actions context menu appeared in Windows Explorer even when Offline File Manager was not running. Selecting any action had no effect. Cause The shell extension remained registered and visible regardless of Offline File Manager's running state. Resolution The Offline Actions context menu now only appears when Offline File Manager is actively running.
SOF-329	Issue For files stored on SNFS volumes without assigned storage pools, file system pooling and offline action buttons were not properly disabled. Cause Offline File Manager did not check pool assignment status before displaying action buttons. Resolution Tiering and offline action buttons are now correctly disabled for files without assigned pools.

Change Request	Description
SOF-332	Issue The Perform tiering operation pop-up window did not display SMB shares in the Mount drop-down. Cause SMB-mounted shares were not being enumerated in the mount list. Resolution SMB shares now appear correctly in the Mount drop-down for file system pooling operations.
SOF-338	Issue Toast notification messages for job statuses displayed sentences concatenated together without proper spacing. Cause Multi-line notification text was concatenated without inserting spaces between sentences. Resolution Toast notifications now display properly formatted messages with correct spacing.
SOF-339	Issue The Store action button changed its label (for example, Truncate to Retrieve) even when the previous action failed, misleading users into believing the operation succeeded. Cause The button state updated based on any server response, not only on successful completion. Resolution The Store action button now updates only after a successful operation.
SOF-347	Issue Offline File Manager did not function on Windows 11. The Offline Actions window was unavailable, and the log reported "Cannot locate tiering host." Cause Compatibility issues prevented Offline File Manager from detecting file system pooling services on Windows 11. Resolution Added Windows 11 compatibility so Offline File Manager functions correctly on this operating system.

Change Request	Description
SOF-348	Issue The Primary Tiering Location field in the Action Window did not update after moving files between tiers, it only refreshed after a truncation. Cause The file system pooling location refresh logic was only triggered by the truncation action. Resolution The Primary Tiering Location now updates correctly after any file system pooling operation.
SOF-410	Issue The Offline File Manager log window had a fixed size and could not be made wider, making it difficult to read long log entries. Cause The log window did not support user resizing. Resolution The log window can now be re-sized by the user.
SOF-424	Issue After uninstalling and reinstalling Offline File Manager, the previous instance continued running in the background without a taskbar icon, requiring a restart or manual process termination. Cause The uninstaller did not terminate running Offline File Manager processes before completing. Resolution The installer now properly handles existing Offline File Manager processes during uninstall and reinstall.
SOF-425	Issue Opening the Action Window on a file residing on an unmanaged file system triggered an "Unable to gather file information" error popup. Cause Offline File Manager attempted to query file information without first checking whether the file was on a managed file system. Resolution Offline File Manager now checks whether a file is managed before querying file information, preventing unnecessary error pop-ups.

Change Request	Description
SOF-366	Issue Administrators could not restrict Offline File Manager clients to retrieve-only access while preventing manual store operations. Cause No configuration option existed to limit store operations independently of retrieve operations. Resolution Added a new Store action configuration option that allows administrators to enable retrieve-only access for Offline File Manager clients.
SOF-382	Issue Users could not select a folder and move all its contents from one tier to another in a single operation. Cause Folder-level bulk tier migration was not supported. Resolution Added the ability to select a folder and move all items from one tier to another as a group.
SOF-420	Issue The Action Window did not refresh to reflect the new file state after completing a file system pooling move. Cause The Action Window did not automatically refresh after file system pooling operations. Resolution The Action Window now updates automatically after file system pooling operations complete.
SOF-472	Issue The EULA referenced an outdated corporate headquarters address. Cause Quantum relocated its corporate headquarters from San Jose, CA to Centennial, CO. Resolution Updated the EULA to reflect Quantum's current corporate headquarters address.

Contacting Quantum Support

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

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

Open a Service Case

Use any of the following methods to open a service case:

- Visit the [MyQuantum](#) portal (for more information, see [Use MyQuantum Service Delivery Platform below](#)).

i Note: The MyQuantum portal is the most efficient and preferred method to open a service case.

- Visit the [Service & Support](#) page.

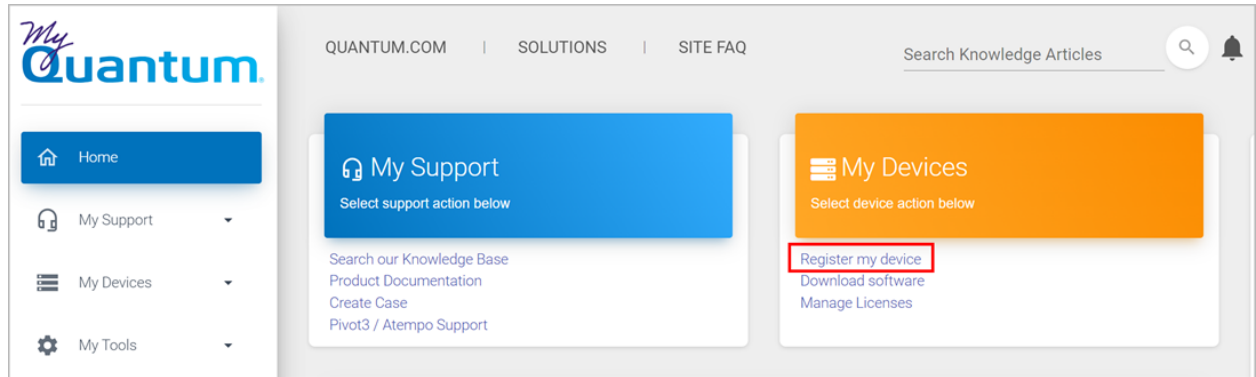
i Note: You can also access other Support related services.

- Call Quantum Support (see [Service & Support](#)).

Use MyQuantum Service Delivery Platform

MyQuantum is a single portal for everything Quantum. You can view assets, open service 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.

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.

Refer to product documentation for product-specific information related to CBA.

Refer to the [Quantum CBA website](https://www.quantum.com/en/service-support/resources/escalation/) for general information about CBA.

Escalate a Service Case

To escalate a service 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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