Product Bulletin 81

Product	StorNext® Windows Clients up to StorNext 4.3 release installed on Windows Vista or Windows 2008
Summary	The Windows Operating System can re-allocate a port number that was granted to the StorNext fsmpm port to another application.
Date	May 2012

Problem

The StorNext fsmpm port is being reallocated to other applications, resulting in a conflict and the DLC not connecting. When the Windows operating system assigns a port number for address 0.0.0.0 it should not re-assign the same port number to the address 127.0.0.1.

Symptoms

To view the conflicting port assignments

1 Open a Windows Command Prompt window.

2 Type **netstat –ano** to display all connections and listening ports in their numerical form along with the owning process ID associated with each connection.The network statistic utility **netstat** can be used to detect the re-allocation of the Stornext **fsmpm.exe** port.

Figure 1 Port assignments

```
C:\>netstat –nao

Active Connections

Proto      Local Address        Foreign Address      State        PID
TCP        0.0.0.0.49155        0.0.0.0:0            LISTENING    1804
  ….
TCP        127.0.0.1:49155      0.0.0.0:0            TIME_WAIT    1752
```

In this example both IP address 0.0.0.0 and the internal loop back IP address 127.0.0.1 have been assigned port number 49155.

To view process IDs as processes names:

1 Open Windows Task Manager.

2 Select the processes tab.

3 Select view.

4 Click **Select Columns**.

5 Select the PID (Process Identifier) check box to display the PID and the process names.

This allows you to correlate the PID information from the last column of the **netstat** command results in the Command Prompt window with the name of the application using the sockets.

Data from the Windows Task manager Process tab shows the processes involved (xxx used in the following example represents any application):

Figure 2 PID/Process names
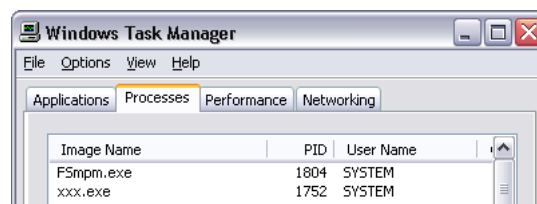
The PID numbers from the last column in Figure 1 are shown in this dialog next to the image name of the process they are associated with. Notice that Process ID 1804 is the process for fsmpm.exe (StorNext), and Process ID 1752 is the process for xxx.exe (any other process running on the system).

Solution

The issue will be addressed in the 4.3 release of StorNext.

Workaround

To resolve the port conflict, use the StorNext file system port restrictions file **fsports**. The fsports file provides a way to redefine the ports used by StorNext. Set the **MinPort** values and **MaxPort** values to port numbers that are not being used by other applications. See the **fsports** manual page for more information on editing this file.

For more information, contact the Quantum Technical Assistance Center and reference CR 36359.

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For further assistance, contact the Quantum Technical Assistance Center:

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