Product Bulletin 91

Product	StorNext® All Storage Manager Versions
Summary	An MDC which is dedicated to StorNext with no other applications present encounters a persistent reservation placed on a tape drive by a non-StorNext application thus preventing StorNext from using the drive.
Release Date	November 2013

Problem

Tape Drives reserved by a non-StorNext application are preventing StorNext from utilizing the drive.

Symptoms

SNSM operations show tape drives go offline and StorNext logs report reservation conflicts.

> **Note:** Using "`fs_scsi utility`" to check the persistent reservation conflict, shows a non-StorNext reservation key.

Solution

Since StorNext MDCs are the only hosts with access to the tape drives, add entries in the `/etc/modprobe.d/blacklist.conf` file to blacklist the `st`, `ch`, and `osst` driver. This prevents them from reloading after a reboot.

On the secondary MDC of the HA pair:

1 Using your file editor of choice, open:

   `/etc/modprobe.d/blacklist.conf`

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    a Add the following lines:

```
# These drivers are blacklisted to prevent a tape drive
# persistent reservation conflict with StorNext.
blacklist st
blacklist ch
blacklist osst
```

2 Check to see if the `st`, `ch` or `osst` modules are loaded.

```
lsmod | grep -E "^st|^ch|^osst"
```

3 Remove the modules listed (i.e.):

```
rmmod st
rmmod ch
rmmod osst
```

Complete steps 1-3 on the primary MDC of the HA pair.

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Contacting Quantum

More information about StorNext is available on the Quantum Service and Support website at www.quantum.com/ServiceandSupport. The Quantum Service and Support website contains a collection of information, including answers to frequently asked questions (FAQs). You can also access software, firmware, and drivers through this site.

For further assistance, contact the Quantum Technical Assistance Center:

United States	800-284-5101 Option 5 (toll free)
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