Product Bulletin 101

Product	Quantum StorNext® 6.0.5
Summary	Metadata conversion process may cause StorNext 5x upgrades to StorNext 6.0.5 to panic
Date	January 2018

Problem

The StorNext File System Manager may panic during the upgrade from StorNext 5.x to StorNext 6.0.5.

Two different issues have been found that may cause a system to panic during an upgrade from StorNext 5.x to 6.0.5.

First Issue

The first issue is caused by clients actively accessing a quota enabled file system while the metadata archive is being converted to StorNext 6 format. This is a critical issue for customers that have quota enabled managed file systems as the metadata archive conversion never completed, leaving their metadata unprotected.

Second Issue

The second issue is a deadlock condition caused by clients performing significant I/O while converting file system metadata to StorNext 6 format.

Note: These issues affect upgrades from StorNext 5x to 6.0.5 release only. For more information, contact the Quantum Technical Assistance Center and reference CR 70606.

Symptoms

The "`Metadata archive is corrupt!`" panic may occur while the file system manager is building the metadata archive for the first time while clients are actively performing I/O to quota enabled file systems.

The `OpHangLimitSecs` panic might occur shortly after the upgrade when the `restoreJournal` is enabled and the file system manager is building the metadata archive for the first time.

Solution

These issues are corrected in StorNext 6.0.5.1. Upgrade installs from StorNext 5x must use the 6.0.5.1 release.

Workaround

There are two workarounds:

1 Unmount all clients before starting the upgrade to StorNext 6.0.5.

   This will prevent any client I/O activity during the metadata conversion phase of the upgrade.

   Note: This workaround avoids both the "`Metadata archive is corrupt!`" panic and the `OpHangLimitSecs` panic.

2 Disable file system quotas before upgrade to 6.0.5.

   Upon successful completion of the upgrade, file system quotas can be re-enabled.

   Note: This workaround avoids only the "`Metadata archive is corrupt!`" panic.

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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)
EMEA	00800 7826 8888 (toll free) 49 6131 3241 1164
Online Service and Support	www.quantum.com/OSR
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