



# Product Alert 51

<b>Product</b>	StorNext 6.0.0 through 6.1.X
<b>Summary</b>	<b>sgoffload</b> and <b>sgdefrag</b> can corrupt files containing resource forks residing in named streams
<b>Date</b>	January 2020

## Overview

This section provides the following information:

- [Affected Systems](#)
- [Problem Description](#)

## Affected Systems

Affected systems (“**All**” conditions below must be met.):

- StorNext 6.0.x through StorNext 6.1.x
- StorNext File System with named streams enabled.  
Example: **namedStreams** set to “**true**” in the .cfgx file (default is “**false**”).
- Macs in the environment that put resource forks on files.
  - Older versions of Adobe products use resource forks.
  - The Mac Finder also can apply resource forks to files in some cases.
- The **sgoffload** or **sgdefrag** commands, or the GUI function **Tools -> File Systems -> Stripe Group Actions -> Offload** or **Defrag**, must have been run against a stripe group with named streams containing resource forks.  
(See [Addendum](#) on page 3 for additional information.)

6-00960-158 Rev A, January 2020, Product of USA.

© 2020 Quantum Corporation. All rights reserved. Your right to copy this manual is limited by copyright law. Making copies or adaptations without prior written authorization of Quantum Corporation is prohibited by law and constitutes a punishable violation of the law. Artico, Be Certain (and the Q brackets design), DLT, DXi, DXi Accent, DXi V1000, DXi V2000, DXi V4000, DXiV-Series, FlexTier, Lattus, the Q logo, the Q Quantum logo, Q-Cloud, Quantum (and the Q brackets design), the Quantum logo, Quantum Be Certain (and the Q brackets design), Quantum Vision, Scalar, StorageCare, StorNext, SuperLoader, Symform, the Symform logo (and design), vmPRO, and Xcellis are either registered trademarks or trademarks of Quantum Corporation and its affiliates in the United States and/or other countries. All other trademarks are the property of their respective owners. Products mentioned herein are for identification purposes only and may be registered trademarks or trademarks

---

**Note:** Reference this Product Alert 51 and Bug #76565 when working with Quantum Support.

See [Contacting Quantum](#) on page 3 to support information.

---

## Problem Description

---

**Caution:** If all the above conditions are met, **sgoffload** or **sgdefrag** will corrupt the first few blocks of the file.

---

If you are impacted by this issue, please call Quantum Support and reference this Product Alert 51 and Bug #76565. See [Contacting Quantum](#) on page 3.

---

### Symptom

---

Data corruption is encountered after using the **sgoffload** or **sgdefrag** utilities, or the GUI function **Tools -> File Systems -> Stripe Group Actions -> Offload** or **Defrag**, to migrate a stripe group which contains named streams. Users may notice that applications will fail to open files.

---

### Solution

---

Upgrading to StorNext 6.2.0 or later will prevent future corruption when using **sgoffload** or **sgdefrag**.

---

**Note:** Upgrading will not fix corruption already caused by this bug.

---

Systems on StorNext 6.2.0 through 6.3.1.1 require additional steps when using **sgoffload** and **sgdefrag** on stripe groups that contain named streams.

Before running either the **sgoffload** or **sgdefrag** command, or the GUI function **Tools -> File Systems -> Stripe Group Actions -> Offload** or **Defrag**, contact Quantum Support.

---

**Note:** See [Contacting Quantum](#) on page 3 for technical support.

---

---

### Workaround

---

The **snfsdefrag** utility or GUI function **Tools -> File Systems -> Migrate Data** may be used to safely move non-named stream files. Although no corruption will be encountered with this utility, it also will not move or defrag named streams. To migrate named streams via **snfsdefrag**, contact Quantum Support.

---

**Note:** See [Contacting Quantum](#) on page 3 for technical support.

---

## Addendum

The “**cvfsck -r**” command can be used to generate a report showing the location of data on the file system. This can be used to determine whether resource forks reside on affected stripe groups.

The paths for the named streams containing the resource forks will appear with the `:.namedfork/rsrc` extension. For example:

```
# /usr/cvfs/bin/cvfsck -r snfs1
```

Inode	Mode	Size	Blocks	Extents	Stripe(s)	Affinity	Path Name
4b myfile	100644	3276800	800	1	2	none	
80 myfile/..namedfork/rsrc	100644	8	1	1	2	none	

Also, when **sgoffload** or **sgdefrag** is run, it creates a timestamped log file in the directory `/usr/cvfs/data/<fsname>/trace`. This can be used to help determine whether **sgoffload** or **sgdefrag** was executed when an affected version of StorNext was installed.

## Bulletin and Alert Automatic Notification

To automatically receive future bulletins and/or alerts for Quantum StorNext via email, go to the location below and enter basic information about yourself, your company, and your StorNext product. You need to provide your StorNext serial number when you sign up.

Go to this location to sign up for automatic notification:

[www.quantum.com/stornextbulletins](http://www.quantum.com/stornextbulletins)

## Contacting Quantum

More information about StorNext is available on the Quantum Service and Support website at [www.quantum.com/ServiceandSupport](http://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:

<b>United States</b>	800-284-5101 Option 5 (toll free)
<b>EMEA</b>	00800 7826 8888 (toll free) 49 6131 3241 1164
<b>Online Service and Support</b>	<a href="http://www.quantum.com/OSR">www.quantum.com/OSR</a>
<b>World Wide Web</b>	<a href="http://www.quantum.com/ServiceandSupport">www.quantum.com/ServiceandSupport</a>

(Local numbers for specific countries are listed on the Quantum Service and Support Website.)