Product Bulletin 109

Product	StorNext 6.4.0
Summary	Required Upgrade Check
Date	June 2020

Overview

This section provides the following information:

- Affected Systems
- Problem Description

Affected Systems

This issue applies to all systems using StorNext Storage Manager.

> **Note:** Reference Product Bulletin 109 when contacting Quantum Support for assistance with this issue.
>
> See Contacting Quantum on page 4.

> **Note:** This issue will be fixed in the next StorNext release.

Problem Description

There is potential for failure while upgrading to StorNext 6.4.0.

Symptom

During the upgrade to StorNext 6.4.0 from StorNext 6.2.x or later, there is a possibility that the upgrade will fail when bringing up StorNext Storage Manager.

Solution Prior to Upgrade

Prior to the upgrade of StorNext 6.2.X or later to StorNext 6.4.0, a few simple steps can be completed to help ensure that the upgrade goes more smoothly.

> **Note:** This is only required if the current installed version of software is StorNext 6.2.x or later. Upgrading from versions prior to StorNext 6.2.0 will **NOT** see this issue and thus you do not need to run these steps.

1 Log in to the primary MDC.

2 Load the StorNext environment. Example:

```
source /usr/adic/.profile
```

3 Run a check to determine if there may be a problem:

mysqlcheck sys

4 If the check does not report an error, nothing needs to be done. Example non-error output:

sys.sys_config   OK

5 If the check reports an error about the connection, then ensure that you are logged into the primary node where StorNext is running or ensure that StorNext is running on this node and try again. Example connection error output:

mysqlcheck: Got error: 2002: Can't connect to local MySQL server through socket '/usr/adic/mysql/config/mysql.sock' (2) when trying to connect

6 If the check does report an error then continue with the following steps. Example error output:

sys.sys_config

Error: Table 'sys.sys_config' doesn't exist

status: Operation failed

7 Run the following steps to correct the missing item (should report OK):

mysql -e "drop database sys"

mysql_upgrade --force

mysqlcheck sys

> **Note:** See Contacting Quantum on page 4 to contact Quantum Support.

Solution After Upgrade

If the upgrade to 6.4.0 has already been started and the problem appears, these steps can be used.

1 Log in to the command line of the MDC

2 Load the StorNext environment. Example:

```
source /usr/adic/.profile
```

3 It is recommended that prior to the steps below, the database files be backed up in case of problems in later steps.

   a Determine the amount of space required for the backup. The following command can be used:

```
du -hsc /usr/adic/mysql/db/
```

   b Determine a location with space available for the backup.
      Note: /scratch may be a good location.

   c Back up the database files using the **tar** command:

```
tar cvf <backup location>/mysql_db.tar /usr/adic/mysql/db
```

4 Start **mysql**:

```
mysql_control start
```

5 Change to the db directory:

```
cd /usr/adic/mysql/db
```

6 Save off the mysql_upgrade_info file in case it is needed to troubleshoot items in the future:

```
cp mysql_upgrade_info mysql_upgrade_info.save
```

7 Edit the mysql_upgrade_info file:

```
vi mysql_upgrade_info
```

Replace the only line in the file with the following:

```
5.7.29-32
```

8 Save and quit:

```
:wq!
```

9 This will allow **mysqld** to start without invoking the **mysql_upgrade** utility. The edited file should look like:

```
cat /usr/adic/mysql/db/mysql_upgrade_info
5.7.29-32
```

10 Run the following steps to correct the missing item:

```
mysql -e "drop database sys"

mysql_upgrade --force

mysqlcheck sys
```

This should report OK. Example outut:

```
sys.sys_config                    OK
```

11 If that is successful, then restart Stornext:

```
adic_control restart
```

12 Remove the backup file created earlier:

```
rm <backup_location>/mysql_db.tar
```

Note: See Contacting Quantum on page 4 to contact Quantum Support.

Bulletin and Alert Automatic Notification

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Go to this location to sign up for automatic notification:

www.quantum.com/stornextbulletins

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
World Wide Web	www.quantum.com/ServiceandSupport

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