



Product Bulletin 51

Product	All supported StorNext® versions
Summary	Do not use the NFS subtree_check option
Date	April 2010

Overview

The NFS export subtree_check option should not be used when exporting SNFS file systems.

Symptoms

On Linux systems, enabling the subtree_check option can cause NFS server crashes, files not being found when they really exist, spurious permission-denied errors, application crashes, and data corruption. (For more information, see <http://lkml.org/lkml/2007/9/21/118>.)

Solution

Consult your vendor's NFS documentation for instructions how to make sure the subtree_check option is disabled.

At this time there is no workaround for this issue.

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:

North America	+1 800-284-5101 Option 5
EMEA	00800 9999 3822

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.)