



Product Bulletin 52

Product	StorNext® version 3.1.2, 3.1.3 and 3.5.0, and StorNext FX 2.0.
Summary	A StorNext client may cause a blue screen error when running on Windows Vista, Windows Server 2008 (including R2), Windows 7, or subsequent Windows releases
Date	April 2010

Overview

A change made in certain newer versions of Windows exposed a problem in the StorNext client software. Prior to StorNext 3.1.4 and StorNext 3.5.1, the StorNext client software did not properly initialize all fields in a Windows kernel structure. Prior to this change, the uninitialized field in the kernel structure was not used by Windows.

The newer Windows kernels expect this field to be properly initialized, and a blue screen error will result when performing certain operations if it is not properly initialized. This blue screen error can be encountered only when a file on a StorNext file system is shared via CIFS.

For more information, contact the Quantum Technical Assistance Center and reference CR 27472.

Solution

Quantum recommends that all StorNext clients running on the identified versions of Windows be upgraded to the appropriate version of StorNext for your environment (e.g. StorNext 3.1.4, StorNext 3.5.2, StorNext 4.0, StorNext FX 2.2, or a later version).

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.)