

# Plasmon Archive Appliance

## Product Release Notes

### Release Details

<b>Release Name:</b>	UDO Archive Appliance
<b>Release Note Number:</b>	RNote134
<b>Release Version:</b>	2.11.07
<b>Release Date:</b>	15th March 2007
<b>Release Type:</b>	Full
<b>Supported Platforms:</b>	Plasmon UDO Archive Appliance
<b>Archive Controller Version:</b>	Win rev1
<b>UDO Drive Firmware Version:</b>	U05
<b>Library Firmware Versions:</b>	Gx (32, 80): G04f Gx (172): H05f Enterprise-G: 4.80
<b>Documentation Versions:</b>	Operators Guide: 97707431 RevA Quick Start Guide: 97707367 RevD UDO Archive Appliance Quick Start Guide Errata: 97709804 Rev A Administrators Guide: 97707368 RevD
<b>Release Summary:</b>	Win board maintenance release.

### Product Enhancements and Bug Fixes

<b>New Feature/Enhancement:</b>	<b>Description/Benefit:</b>
Bug fixes only.	N/A
<b>Area of Bug Fix:</b>	<b>Details:</b>
Daylight Savings Time (Bug ID 10281/10296)	Earlier releases of the Archive Appliance do not support the change to Daylight Savings Time which will take effect in the U.S. beginning March 2007. Fixed in this release.
Hardware Upgrade – system board (Bug ID 10338)	Earlier versions of the 2.11.xx Archive Appliance would not support upgrading the AA system board from 'Foundation' type to the ROHS-compliant 'Winboard' type. V2.11.07 supports this hardware upgrade path.
Hardware Upgrade – SATA drives (Bug ID 10369)	Earlier versions of 2.11.xx Archive Appliance would not allow users to run 'prepare_system' to create RAID of mixed SATA drive sizes. This has been fixed in this release. Failed 250GB SATA drives can now be replaced by 500GB SATA drives. (of which only 250GB is usable when the partner drive is 250GB).



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## Known Issues and Product Notes

Issue:	Details and Workaround:
Viewing File Properties (Bug ID 2969)	Viewing the properties of a file with filename less than 8 characters via Windows Explorer or My Computer results in the recall of that file. <b>Workaround:</b> None
Default Samba Share (Bug ID 3265)	The default share to the Archive Appliance on a Windows client allows access to all users "Everyone" <b>Workaround:</b> None
Devices Shown In Maintenance Mode (Bug ID 3581)	The GUI devices page does not reliably indicate the presence of the library on the scsi bus. <b>Workaround:</b> Run <code>/opt/ssm/sbin/tools/ssm_scsi --scan</code> to reliably list the devices currently on the scsi bus.
Directory Time (Bug ID 3773)	An issue exists where the original creation time of a directory will not be preserved after system recovery. <b>Workaround:</b> None.
Backup Media Error (Bug ID 3962)	An issue exists when attempting to use defective UDO media for backup; the backup will fail due to media errors however ssm does not mark the media as unreliable. Sometimes the backup job may stop responding and may need to be aborted manually. <b>Workaround:</b> Manually mark the media as unreliable if necessary using <code>ssmmmedium</code> and/or replacing the offending RW media
Recall Failure on Flipped Media (Bug ID 4186)	Should a recall fail because the allocated disk is upside down (volume id mismatch) the system will fail to retry the recall on the second copy. This is an unlikely event. <b>Workaround:</b> Do the following operations and retry the recall: Run a full barcode rescan: <code>ssmlibrary -u &lt;Library Name&gt; -R</code> Mark the media as good: <code>ssmmmedium --mark-good &lt;Barcode&gt;</code>
Pool Assignment of Scratch Media (Bug ID 4575)	Open media is not considered when choosing which pool to move spare media into; only free media is taken into account. This may result in a pool with no free and one open media getting media assigned before a pool with no free and no open media. Media added with direct slot access will not be affected. <b>Workaround:</b> None.
Read Failure During Backup (Bug ID 4618)	Backup does not detect read failure error 3/11/00. <b>Workaround:</b> None.
Backup (Bug ID 4647)	Any attempt to backup to write protected media will fail as expected, however the media will be removed from the backup pool and can not be removed by the library keypad interface. <b>Workaround:</b> Remove the media from the slot directly.
No Free Media Notification (Bug ID 4709)	If ssm starts with no free media, two messages are received: <code>Archive Appliance hostname:058 - No free media</code> <code>Archive Appliance hostname:058 - Media level low</code> <b>Workaround:</b> None.
Power Button (Bug ID 4725)	Should the power button on the Archive Appliance be held down for 4 seconds the unit will power down in a dirty state. System shutdowns should be performed via the Administration interface at all times. <b>Workaround:</b> None.
Shutdown Page (Bug ID 4839)	Should the Shutdown page of the Administration GUI be refreshed, a reboot of the system is initiated. <b>Workaround:</b> None.

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Exported Bad Backup Media (Bug ID 5050)	Should a backup disk be exported following media failure it will be marked offline rather than be purged from the database. <b>Workaround:</b> None.
System Jobs Page (Bug ID 5064)	The jobs page in the Administration GUI will only show a maximum of 1000 jobs even if there have been more than 1000 jobs in the last 24hrs. <b>Workaround:</b> None.
Picker full in maintenance mode (Bug ID 5637)	If the picker is full and the Archive Appliance is in Maintenance mode the media in the picker is not automatically removed to a slot. This is only a problem when running a recovery. <b>Workaround:</b> Manually remove the media from the picker with the <code>ssm_scsi</code> command.
Log watcher failed message in log file (Bug ID 5764)	There may be a message in the <code>/var/log/messages</code> file that the log watcher process has failed to start. This is a false message and the log watcher will be running correctly. <b>Workaround:</b> None required.
LBA out of range on resync (Bug ID 6053)	During recovery testing a single instance of an LBA out of range error has been seen. <b>Workaround:</b> None contact Plasmon technical support.
OMM candidates not available at the correct time (Bug ID 6413)	Due to a daylight saving error, some media may not be available for OMM for an hour after they should be. <b>Workaround:</b> None.
Recalls don't fail immediately when all drives are offline. (Bug ID 6510)	If all the UDO drives are offline, recalls don't fail immediately. The jobs remain in the 'waiting for resources' state. <b>Workaround:</b> None.
Resync with broken barcode reader gives no media to resync (Bug ID 6532)	If the barcode reader is faulty, the <code>ssmresync</code> process will return 'no media to resync' rather than report a barcode failure. <b>Workaround:</b> None contact Plasmon technical support for a barcode replacement.
No notification for media that fails to scan (Bug ID 6539)	If media fails to scan it cannot be removed from the library and no notification is sent. <b>Workaround:</b> None.
<code>ssmmedium -e</code> shows operation UNKNOWN (Bug ID 6592)	The output of <code>ssmmedium -e</code> will display UNKNOWN operation for failure during initialisation. <b>Workaround:</b> None
Media summary blank for empty library. (Bug ID 6616)	If the library has no media, the Storage – Archive1 page on the GUI will show the number of open and closed media as blank rather than 0. These fields are correctly populated when media is added. <b>Workaround:</b> None
Media shown as 'failed init' until scanned. (Bug ID 6794)	The Library page on the GUI shows an incorrect 'failed init' media count until all media has been scanned and added to the spare pool. <b>Workaround:</b> Wait until the jobs page shows no outstanding admin jobs, and then check the library page again. The library page will now have the correct media totals.
Power failure on a drive causes library to report MO drive type.	If the power fails on a UDO drive, the library will report a failure that the drive is MO and the drive isn't marked offline by SSM. This drive will continue to be used for migrations and recalls. <b>Workaround:</b> Manually mark the drive offline with: <code>ssmdrive -disable &lt;drive name&gt;</code>
No total number of slots displayed in maintenance mode.	On the GUI in maintenance mode there is no total displayed for the number of library slots.



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(Bug ID 7065)	<b>Workaround:</b> None.
Timezone change doesn't effect backup time (Bug ID 7125)	If the timezone is changed, the backup time doesn't change in relation to the new time zone. <b>Workaround:</b> Reboot the Appliance.
Directory permissions not upgraded for NFS. (Bug ID 7130)	Init_system sets the /exports/Archive1/default directory to 777, but this doesn't happen on an upgrade. This is only a problem for system that changes from SMB to NFS as part of the upgrade. <b>Workaround:</b> Manually set the permissions on /exports/Archive1/default to 777 with <code>chmod 777 /exports/Archive1/default</code> .
Notificaion throttle doesn't reset. (Bug ID 7190)	The notification throttle doesn't reset if two errors occur within the throttle. Eg: If a RAID fails twice in 8 hours, the second failure isn't reported. <b>Workaround:</b> None.
Changing the timezone doesn't change the time. (Bug ID 7221)	Changing the timezone doesn't actually change the time, only the timezone. <b>Workaround:</b> Manually set the time to the correct value.
Recover_system -from-media failure with previous installed personality. (Bug ID 7326)	The recover_system script asks a misleading question regarding overwriting the personalities that can result in the recovery aborting. <b>Workaround:</b> Always answer 'y' to questions regarding personalities when running recovery from media.
Copying an offline file via explorer fails with "cannot read from source file of disk" (Bug ID 7826)	When copying a single offline file residing on a mapped network share via Windows Explorer in Windows 2003 (drag and drop) to a local drive it may intermittently fails with "cannot copy <file>: cannot read from the source file or disk". <b>Workaround:</b> Repeat the copy of the file and it will be successful.
Recovery sets wrong partition type (Bug ID 8905)	When recovering the system from media the partition type defaults to WORM. <b>Workaround:</b> This can be easily rectified by changing the HSM configuration file
<b>Product Note:</b>	<b>Details:</b>
LED support	The LEDs for the SATA_A Present/Fault, SATA_B Present/Fault and Controller Present/Fault are not supported in this build and will always be green in normal mode and red in maintenance mode.
Dual ethernet ports	The Win board has two Ethernet ports, however, only one of these is supported in this build. The supported port is the one closest to the edge of the library.
Samba Blocking on Reads	Samba will currently block whilst doing a recall from media. This will be addressed a subsequent release.
Number of Copies	Should the number of copies need to be changed from the default value of two; the procedure in the service manual should be followed. <b>Note:</b> This command should be executed before any media is added to the system.
Backup Media	Plasmon recommends a minimum of two disks be added to the backup pool.
Messages log file	There is a size limitation of 2GB in /var/log/messages.
Extended Characters	The Archive Appliance does not currently support extended characters.
Web Administration Port	The Web Administration Interface defaults to port 80. This default can be changed by editing the line <code>port=80</code> in /var/etc/webui/miniserv.conf
Flash Upgrade	Loss of power to the Archive Appliance during a software



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	upgrade can result in Flash corruption. <b><i>Please ensure that the upgrade will not be interrupted.</i></b>
Bulk Load Magazine	The Enterprise-G bulk load magazine is not currently supported by the Archive Appliance.
Write Protected Media	The use of write protected media is not supported in this release.
Removal of Backup Media	There is currently no notification when backup media is removed from the system.
Exiting to Library Keypad	Should the Exit to Library Keypad option be selected from the Archive Appliance Service menu reboot will be required to restart the Archive Appliance keypad.



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