



Product Bulletin 63

Product	StorNext® 3.5.x and 4.0 File System
Summary	Microsoft Windows client I/O issues fixed in StorNext 4.0.1
Date	January 2011

Problem

There are two significant issues involving renaming and saving files on Microsoft Windows® clients with StorNext versions 3.5.0, 3.5.1, 3.5.2, 3.5.2.1 and 4.0.0.

Symptoms

Issue 1: Renames of files or directories may fail on a StorNext file system managed by StorNext Storage Manager that is directory-mounted on Windows clients. A windows client may see a pop-up containing “Error 0x8007045D: The request could not be performed because of an I/O device error”.

If this occurs, the following will be logged in /usr/adic/TSM/logs/tac_00*:

```
Apr 20 16:15:33 wyoming.mdh-test.quantum.com sntsm
fs_dmapi[29428]: E1200(7)<00000>:mda1dmi3095:
Aborting Event: RENAME token: 15 error: 1
```

For more information about this issue, contact the Quantum Technical Assistance Center and reference CR 31226 and CR 31826.

Issue 2: When saving or editing files in CIFS-based folders with a Microsoft Office 2007 application, it is possible to receive status “Access denied. Contact your administrator” or “There has been a network or file permission error. The network connection may be lost”. In particular, this applies to StorNext file systems shared from Windows CIFS servers running SMB 2.x.

For additional information about this issue, contact the Quantum Technical Assistance Center and reference CR 31806.

Solution

Upgrading to StorNext 4.0.1 or later resolves both of these issues. A StorNext 3.5.x-based solution is not available at this time.

Workarounds

Issue 1: Any one of the following is a workaround for the rename problem (CR 31226):

- Don't use a managed file system
- Mount on a drive letter rather than a folder
- Don't use Windows 7 or Windows Server 2008R2.

Issue 2: The only known workaround for the CIFS-related problem (CR 31806) is to run CIFS using SMB 1.0 instead of SMB 2.x.

Following is a procedure for disabling SMB 2.x:

- 1 Run "regedit" on the Windows Server.
- 2 Locate and expand the sub-tree as follows:
HKLM\System\CurrentControlSet\Services\LanmanServer\Parameters
- 3 Add a new REG_DWORD key with the name Smb2:
 - Value name: Smb2
 - Value type: REG_DWORD
 - Set the value to **0** to disable SMB 2.0, or set it to **1** to re-enable SMB 2.0. (0 = disabled and 1 = enabled)

Contacting Quantum

More information about StorNext is available on the Service and Support website at www.quantum.com/support. The 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, or if training is desired, contact Quantum:

Quantum Technical Assistance Center in the USA:	+1 800-284-5101
For additional contact information:	www.quantum.com/support
To open a Service Request:	www.quantum.com/osr

For the most updated information on Quantum Global Services, please visit: www.quantum.com/support