Product Bulletin 65

Product	StorNext® 4.1
Summary	Announcing availability of the StorNext Offline Notification Feature
Date	January 2011

Announcement

Quantum announces support for the StorNext Offline Notification feature. This feature was included in StorNext 4.1 but requires additional installation steps to enable the feature.

Feature Overview

StorNext Offline Notification is a Windows System Tray application which can be accessed by identifying and right-clicking the gold StorNext icon.

Accessing this application allows you to specify your preferences for dealing with offline files. Specifically, you can set the following parameters:

- **Cache Timeout**: This value determines how many minutes a file remains on the "Access Denied" list.

- **Default Action**: Choose one of three options:

  - **Prompt User**: When this option is selected, users are always prompted with a dialog box whether to open an offline file, which means retrieving the file from offline storage such as tape, or from near-line disk storage. Users also have the option of preventing the file from being retrieved.

  - **Always Deny Access**: When this option is selected, access to offline files is always denied, preventing files from being retrieved from offline storage.

  - **Always Allow Access**: When this option is selected files are always allowed to be retrieved from offline storage without prompting the user.

You can also view a list of files that have been prevented from being retrieved from offline storage, and remove any files you no longer want to block.

Downloading the Feature Installer

The installer for this feature is available at this location on the **Drivers** tab:

http://www.quantum.com/ServiceandSupport/SoftwareandDocumentationDownloads/SNMS/Index.aspx

1 Download the file named 3-05751-01_OfflineNotification_4.1.0.zip and extract its contents. This zip file contains installation packages for both 32-bit and 64-bit machines, plus a documentation addendum and a copy of this product bulletin.

2 Locate the appropriate installation package for the machine onto which you want to install. Use SnfsOfflineNotifyInstall32.zip for 32-bit machines and SnfsOfflineNotifyInstall64.zip for 64-bit machines.

> **Caution:** Do not install this feature on a Windows CIFS server or multi-user machines. This feature should be installed only on single user machines.

3 Follow the installation and configuration instructions in Appendix H of the *StorNext User's Guide*. This appendix also describes how to use the feature.

> **Note:** Use the updated Appendix H included in the download instead of the version in the 4.1 *StorNext User's Guide*. (Changes made to Appendix H since the 4.1 release are indicated by a red bar in the left margin).

Known Issues

The following table lists two known issues related to StorNext Offline Notification:

Operating System	CR Number	SR Number	Description	Workaround (if applicable)
Windows	32769	n/a	StorNext Offline Notification displays an extra prefix on CIFS and directory mounted files. The user may see the volume GUID or device name as a prefix on the path for a file.	There is currently no workaround available.
	32817	n/a	The StorNext Offline Notification application may crash if you change the configuration action option while a notification pop-up is active.	Do not change the configuration action option when a notification pop-up is active. If the application should crash, restart the application. See "Starting the Notification Application" in Appendix H for more information.

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.)