Product Bulletin 66

Product	StorNext® 4.0, 4.0.1 and 4.0.1.1 using ACSLS Libraries
Summary	The StorNext GUI can cause dismounts on ACSLS libraries to fail
Date	December 2010

Overview

If an ACSLS mount is in progress when doing certain activities in the StorNext GUI, subsequent dismounts may fail, leaving tapes stuck in drives. Specifically, any one of the following types of activities may trigger this problem:

1 Navigating to the **Storage Destinations > Libraries** page

2 Clicking **Refresh** on the **Storage Destinations > Libraries** page

3 Navigating to the Home page

4 Sitting on the Home Page with a non-manual refresh interval set

5 Navigating to the **Storage Manager Components** page

6 Clicking **Refresh** on the **Storage Manager Components** page

7 Adding Media (Bulk and Mailbox)

8 Clicking **Edit** on the **Storage Destinations > Library** page

9 Clicking **Scan** on the **Storage Destinations > Library > New** page

For more information, contact the Quantum Technical Assistance Center and reference CR 32713.

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Symptoms

When MSM then dismounts the tape, it will fail. The MSM tac log will reflect dismount failure with the following signature:

```
Nov 17 15:35:04 lax099130bmdc9a snmsm XdiAMTask_1[13748]:
E7024(7)<00000>:xdiStkError110:  STK Request: 5 failed: Lock ID not
    found.; errno: 133
Nov 17 15:35:04 lax099130bmdc9a snmsm XdiAMTask_1[13748]:
E7071(7)<00000>:xdiStk3528:  STK Dismount Request of Media ID: %, failed
Nov 17 15:35:04 lax099130bmdc9a snmsm XdiAMTask_1[13748]:
E7087(7)<00000>:xdiUtil300:  Xdi Error: 80; Text: FIRMWARE ERROR: general
firmware error.
```

Solution

This issue is addressed in the StorNext 4.1 release.

Workaround

If you encounter this problem, the only way to avoid it until you are able to upgrade to StorNext 4.1 is to use CLI commands instead of the StorNext GUI.

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