



Product Alert 40

Product	StorNext® 4.1.1 and all prior versions
Summary	Storage Manager data unavailable starting January 1, 2012
Date	April 2011

Overview

StorNext Storage Manager utilities will fail beginning on January 1, 2012, rendering Storage Manager unusable. This issue applies only to installations for which Storage Manager is licensed, and affects StorNext 4.1.1 and all prior versions.

For more information, contact the Quantum Technical Assistance Center and reference CR 33156.

Symptoms

Beginning on 1-Jan-2012 (any time zone) request IDs in the TSM and MSM tac logs will be negative. For example:

```
(TSM) Jan 1 00:00:18 mdc1 sntsm fs_feature[7530]: E1200(7)<-2094781697>:ScheduledFeature325: Scheduled Maintenance Activity, p_backup named p_backup_default, FAILED. rc=-1
```

```
(MSM) Jan 1 00:06:45 mdc1 snmsm LibManager_0[28155]: E0511(6)<00000>:RangeChk618: invalid value for request id: -2094867206.
```

Following is an example of utility failure:

```
#vsarchvqry -a
Archive query was unsuccessful
Error VOL091: invalid request id
```

Solution

Fixes will be available for StorNext 3.1.5, 3.5.3 and 4.1.2. It will be necessary to upgrade to a version containing the fix prior to 1-Jan-2012. An addendum to this alert will be distributed when specific dates for releases containing the fix have been finalized.

Workaround

There is no workaround for this issue.

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.)