



# Product Bulletin 83

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| <b>Product</b> | StorNext® 4.2.1 and all prior versions                                 |
| <b>Summary</b> | StorNext Management Suite database records may be missing or incorrect |
| <b>Date</b>    | November 2012  |

## Problem

All StorNext MDCs with Storage Manager that are running or have at some point in the past been running any version prior to StorNext 4.2.2 may be affected. A problem with the database engine used by SNMS may result in missing or incorrect database records. No data will have been lost.

## Symptoms

The most common symptom for this problem is that **fsmedinfo -l** may report "PATH UNKNOWN" for some files. A less common symptom is that **fsmedcopy** may fail inexplicably. An example of **fsmedinfo -l** follows:

```
# fsmedinfo -l LT0001
Seg Sz Ver Modify/Delete Date Key:Pathname (name at store time)
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222722 001 Mon Jul 11 15:36:54 978:/stornext/snfs1/file2
7495 001 Fri Nov 19 14:55:20 213:PATH UNKNOWN(name rec not found)
```

## Solution

This problem will not occur on systems running StorNext 4.2.2 or later. However, problems that arose while running StorNext 4.2.1 or earlier may still exist. For information on detecting and repairing any related issues that may still exist, contact the Quantum Technical Assistance Center and reference CR 36350 to obtain a script that will determine whether a system is affected and optionally repair outstanding issues.

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## Bulletin and Alert Automatic Notification

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[www.quantum.com/stornextbulletins](http://www.quantum.com/stornextbulletins).

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## Contacting Quantum

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More information about StorNext is available on the Quantum Service and Support website at [www.quantum.com/ServiceandSupport](http://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:

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|-----------------------------------|--|
| <b>United States</b>              | 800-284-5101 Option 5 (toll free)  |
| <b>EMEA</b>                       | 00800 7826 8888 (toll free)<br>49 6131 3241 1164   |
| <b>Online Service and Support</b> | <a href="http://www.quantum.com/OSR">www.quantum.com/OSR</a>                             |
| <b>World Wide Web</b>             | <a href="http://www.quantum.com/ServiceandSupport">www.quantum.com/ServiceandSupport</a> |

(Local numbers for specific countries are listed on the Quantum Service and Support Website.)