



Product Alert 42 Rev A

Product	StorNext® 4.3.x and later
Summary	After upgrading from Linter to MySQL, primary keys in database tables are missing.
Date	February 2013

Overview

When upgrading StorNext to 4.3.x and later, the primary key of the FILEINFO table(s) in the MySQL database may not get set.

For more information, contact the Quantum Technical Assistance Center and reference CR 40670.

Symptoms

Database queries that access the FILEINFO tables can be much slower in the 4.3.x and later versions of the software than queries in previous versions.

Cause

FILEINFO table records with duplicate primary keys (FILE_KEY) existed in the Linter database preventing the primary key from being set during the database conversion to MySQL.

Solution

Prior to migrating to StorNext 4.3.x or later:

Before migrating to StorNext 4.3.x or later, check for this issue in the Linter database by performing the following steps:

- 1 Get a list of FILEINFO tables by entering the following from the command line of the primary MDC:

```
>echo "show fileinfo%" | inl -u tmdb/
```

- 2 Check for duplicate primary keys by entering the following on the primary MDC (replace # in FILEINFO# with the appropriate number):

```
>echo "select file_key from FILEINFO# group by file_key  
having (count(file_key) > 1);" | in1 -u tmdb/
```

If duplicate keys exist contact Quantum StorNext Software Support for help in resolving this issue before upgrading the database.

After migrating to StorNext 4.3.x or later:

If you have already migrated to StorNext 4.3.x or later (or you wish to verify a successful setting of the primary key) you can check for this issue in the MySQL database using the following steps:

- 1 Get the list of FILEINFO tables by entering the following from the command line:

```
>mysql -e "show tables from tmdb like 'fileinfo%';"
```

- 2 Generate a description of each FILEINFO table and verify the field File_key is listed as the primary key 'PRI' under the column 'Key' (replace # in FILEINFO# with the appropriate number) by entering the following:

```
>mysql -e "describe FILEINFO#;" tmdb
```

Workaround

If the primary key is not set contact Quantum Service and Support for help in resolving this issue.

Bulletin and Alert Automatic Notification

To automatically receive future bulletins and/or alerts for Quantum StorNext via email, go to the location below and enter basic information about yourself, your company, and your StorNext product. You will need to provide your StorNext serial number when you sign up.

Go to this location to sign up for automatic notification:

www.quantum.com/stornextbulletins.

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:

United States	800-284-5101 Option 5 (toll free)
EMEA	00800 7826 8888 (toll free) 49 6131 3241 1164
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.)