



# Product Bulletin 104

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<b>Product</b>	Quantum StorNext® Appliances Using Cloud-Based Analytics
<b>Summary</b>	SSL certificates required for appliances to upload data to the Cloud-Based Analytics portal will expire on July 19, 2019.  A new cert.pem certificate file must be applied to each appliance prior to July 19, 2019 for report data uploads and system monitoring to continue.
<b>Date</b>	July 2019

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## Problem

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SSL certificates required for appliances to upload data to the Cloud-Based Analytics portal will expire on July 19, 2019.

A new cert.pem certificate file must be applied to each appliance prior to July 19, 2019 for report data uploads and system monitoring to continue.

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## Symptoms

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After July 19, 2019, appliances using Cloud-Based Analytics will stop uploading data to the portal and new report data will not be available in graphs and alerts will stop being generated.

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## Solution

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The “[Solution](#)” has the following steps:

- [Step 1: Download the cert.pem File:](#)
- [Step 2 \(Option 1\): Copy the cert.pem File to the /home/stornext/ directory on the Appliance Using the SCP File Transfer Protocol](#)
  - [Method 1: Manually Move the File to the System \(SCP on macOS, UNIX or Linux\):](#)
  - [Method 2: Drag the File to the /home/stornext Directory Using a GUI-based SCP Utility \(such as WinSCP for Windows\):](#)
  - [Method 3: Manually Move the File to the System \(PuTTY SCP on Windows\)](#)
- [Step 2 \(Option 2\): Copy the cert.pem File to the Appliance Using sftp](#)
- [Step 3: Apply the cert.pem File to the System and Verify](#)

### Step 1: Download the cert.pem File:

- 1 Login to the Quantum Cloud-Based Analytics portal:  
<https://insight.quantum.com/>
- 2 Download the new cert .pem file from the link in the alert banner that appears after you log in to the portal.

### Step 2 (Option 1): Copy the cert.pem File to the /home/stornext/ directory on the Appliance Using the SCP File Transfer Protocol

Before the file can be used on the system, it must first be transferred to the /home/stornext/ directory on the system. This is a 2-step process for remote connections to the system:

- 1 The files must first be moved to a directory accessible over the “public” StorNext network.
- 2 After logging in as the rootsh user, the files can be moved to the required directory on the system ([Step 3: Apply the cert.pem File to the System and Verify](#)).

Transfer the cert.pem file to /opt/quantum/qas-agent/conf/ on the server node using one of the following options:

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**Note:** If you know how to do this, skip to [Step 3: Apply the cert.pem File to the System and Verify](#).

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**Method 1: Manually Move the File to the System (SCP on macOS, UNIX or Linux):**

- 1 Open a command line (example: in macOS, open Terminal).
- 2 Enter the following:

```
scp /<local user account; browser download  
ddirectory>cert.pem stornext@<host IP address>:/home/  
stornext/
```

**Example:**

```
scp /Users/qmedia/Downloads/cert.pem  
stornext@10.20.200.5:/home/stornext/
```

- 3 When prompted, enter the password for the stornext user account on the system (default password is: **password**).

The cert.pem file is transferred to the server node.

Verify the file transferred to the correct directory, enter:

```
ssh stornext@10.20.200.5
```

Enter **pwd** to view the current directory on-screen:

Result should display:

```
/home/stornext
```

Enter **ls**. The results should display something like:

```
cert.pem
```

Or **ls -l**. The results should display something like:

```
--rw-r--r-- stornext stornext    2851 Jul 15 14:36  
cert.pem
```

Continue to [Step 3: Apply the cert.pem File to the System and Verify](#).

**Method 2: Drag the File to the /home/stornext Directory Using a GUI-based SCP Utility (such as WinSCP for Windows):**

- 1 Set up an SCP connection to the server node, using the stornext user account and password (default password is: **password**).
- 2 Drag and drop the cert.pem file into the /home/stornext/ directory.

Continue to [Step 3: Apply the cert.pem File to the System and Verify](#).

**Method 3: Manually Move the File to the System (PuTTY SCP on Windows)**

- 1 Open a command prompt (in Windows, click the Windows Start Menu, type cmd in the search field and click Enter).
- 2 Enter the following (the default installation location for PuTTY pscp.exe is used in the first argument):

```
"C:\&lt;path to pscp.exe&gt;\pscp.exe" C:\&lt;local directory to copy file(s) from>\* stornext@&lt;host server>:/home/stornext
```

**Example:**

```
"C:\Program Files (x86)\PuTTY\pscp.exe" C:\temp\* stornext@10.20.200.5:/home/stornext
```

- 3 When prompted, enter the password for the stornext user account on the system (default password is: **password**).

The cert.pem file is transferred to the server node.

Verify the file transferred to the correct directory, enter:

```
ssh stornext@10.20.200.5
```

- 4 Enter **pwd** to view the current directory on-screen:

Result should display:

```
/home/stornext
```

- 5 Enter **ls**. The results should display something like:

```
cert.pem
```

Or **ls -l**. The results should display something like:

Continue to [Step 3: Apply the cert.pem File to the System and Verify](#).

```
--rw-r--r-- stornext stornext      2851 Jul 15 14:36 cert.pem
```

## Step 2 (Option 2): Copy the cert.pem File to the Appliance Using sftp

Before the file can be used on the system, it must first be transferred to the /home/stornext/ directory on the system. This is a 2-step process for remote connections to the system:

- 1 The files must first be moved to a directory accessible over the “public” StorNext network.
- 2 After logging in as the rootsh user, the files can be moved to the required directory on the system ([Step 3: Apply the cert.pem File to the System and Verify](#)).

Transfer the cert.pem file to /opt/quantum/qas-agent/conf/ on the server node:

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**Note:** If you know how to do this, skip to [Step 3: Apply the cert.pem File to the System and Verify](#).

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- 1 Open a terminal window macOS, or a Command Prompt window in Windows 10.

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**Note:** sftp requires MacOS terminal or Windows 10 Command Prompt. For Windows 7 systems and earlier, you will need to use a command line SSH utility like PuTTY.

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- 2 Begin an sftp session and log in to the appliance (this places you into the default /home/stornext directory once logged in):

```
sftp stornext@<appliance name or IP address>
```

**Example:**

```
Company-MacPro: ~test$>sftp stornext@10.20.200.5
```

- 3 Verify you are in the /home/stornext directory. Enter the **pwd** command (print working directory).

Output should show:

```
Remote working directory: /home/stornext
```

If you are not in the /home/stornext directory, change directory:

```
cd /home/stornext
```

- 4 Enter the password for the **stornext** user account (default password is: **password**)
- 5 Change directory to the location where you downloaded the cert . pem file:

```
lcd /<local system downloads directory>
```

**Example** (Mac system):

```
sftp>lcd /Users/test/Downloads/
```

**Example** (Windows system):

```
sftp>lcd c:\Users\test\Downloads\
```

**6** Enter **lls** to ensure your local directory contains the cert.pem file:

**Example** (directory contents shown after command is run):

```
sftp>lls  
cert.pem          test.txt  
sftp>
```

**7** Move the local file to the server via sftp:

**Example** (upgrade status displays after the command is run):

```
sftp>put cert.pem  
Uploading cert.pem to /home/stornext/cert.pem  
cert.pem          100%  2851    2.8KB/s  00:00  
sftp>
```

**8** Exit the sftp command:

```
sftp>exit
```

You will be placed back onto the command line of the local system.

### Step 3: Apply the cert.pem File to the System and Verify

- 1 Open an SSH session to the appliance as the **stornext** user account from the command line:

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**Note:** This also places you into the `/home/stornext/` directory by default. (Requires MacOS or Windows 10, which is used in the example below. For Windows 7 systems and earlier, you will need to use an SSH utility like PuTTY. When using PuTTY, be sure to use the `sftp` file transfer protocol option.) Enter:

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```
ssh stornext@<appliance name or IP address>
```

Example:

```
Company-MacPro: ~test$>ssh stornext@10.20.200.5
```

- 2 Enter the password for the **stornext** user account (default password is: **password**)
- 3 Log in to the system as **rootsh**:

```
sudo rootsh
```

- 4 Enter the **stornext** user account password again (default password is: **password**)
- 5 Copy the file from `/home/stornext/` to `/opt/quantum/qas-agent/conf/` :

```
cp cert.pem /opt/quantum/qas-agent/conf
```

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**Note:** If you aren't currently in the `/home/stornext/` directory, change to this directory by entering `cd /home/stornext/`.

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Example:

```
stornext@10.20.200.5>cp cert.pem /opt/quantum/qas-agent/  
conf
```

- 6 Log in to the Appliance Controller as the **sysadmin** user account:

```
su sysadmin
```

If you exited the `sudo rootsh` account and are prompted for a login, login using the password for the `sysadmin` account (default password is: **sysadmin**)

7 Verify that the file imported successfully:

```
autosupport test
```

You should see the following output:

```
Successfully contacted Quantum Cloud-Based Analytics server
```

8 Enter **exit** to close the Appliance Controller console.

**Example:**

```
BHM:q>exit
```

9 Enter **exit** to close the rootsh session.

**Example:**

```
stornext@10.20.200.5>exit
```

10 Enter **exit** and close your Mac Terminal, Windows 10 Command Prompt, or PuTTY window.

**Example:**

```
Company-MacPro: ~test$>exit
```

The process is complete.

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## Workaround

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None.

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## Bulletin and Alert Automatic Notification

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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](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:

<b>United States</b>	800-284-5101 Option 5 (toll free)
<b>EMEA</b>	00800 7826 8888 (toll free) 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.)