



Product Alert 25

Product	StorNext® 3.x File System
Summary	Files saved by Microsoft Windows® applications can become corrupted.
Date	February 2009

Overview

When truncating a file with `SetEndOfFile` (a Windows call), the truncation will sometimes be lost and the FSM will not receive the updated file size.

For more information, contact the Quantum Technical Assistance Center and reference CR 25253.

Symptoms

This issue has the following symptoms:

- The local node has the correct size value cached, so the change appears to have happened. However, other nodes see the original size, as will the local node once it is rebooted.
- After saving a modified file stored on SNFS, Microsoft PowerPoint reports the file as corrupted.

Solution

This issue is addressed in StorNext 3.5 and 3.1.3, to be released in early 2009. The fix will also be included in all future StorNext releases.

For customers who do not have one of these StorNext releases, here are some workarounds:

- For Microsoft PowerPoint, a workaround is to use the “Save As” command, which creates a new file that is not truncated.
- For all other applications, install 3.1.2 LCR-25573.