



## Product Alert 26

<b>Product</b>	StorNext® 3.5.0 rev B systems using Storage Manager
<b>Summary</b>	A significant performance regression may be encountered when retrieving offline files from tape secondary storage. Retrieving files from storage disk is not impacted.
<b>Date</b>	March 2009

### Overview

When retrieving multiple offline files from the same tape media, StorNext is not correctly reallocating the tape for subsequent retrieve requests. The reallocation fails to recognize that a released drive is in the correct drive pool, and the retrieve waits until the drive's delay state is triggered. This results in the media being unloaded and mounted again before the next file can be read from the tape.

For more information, contact the Quantum Technical Assistance Center and reference CR 26659.

### Symptoms

If retrieving a number of offline files from the same tape media, there will be long delays between completions of these requests. For each retrieve the tape will be loaded and unloaded, causing a significant performance penalty.

This issue does not affect SDisks (storage disks) or DDisks (storage disks with deduplication enabled).

### Cause

Under StorNext 3.1.3 and earlier, when multiple files to be retrieved were on the same media, the media would remain in the drive and all the files would be retrieved with no intervening dismounts of the media.

Under StorNext 3.5.0 rev B, the media is dismounted after each file is retrieved. This is much slower than in StorNext 3.1.3 and earlier versions because of the time required to dismount and then remount the media after each file retrieval.

This issue does not affect SDisks (storage disks) or DDisks (storage disks with deduplication enabled).

---

**Solution**

Stornext 3.5.0 rev C is available with a code change that resolves this issue.

A workaround is to batch retrieves from the same tape media by specifying a group of files on the command line when running the `fsretrieve` command.