



Product Bulletin 32

Product	StorNext® versions from 2.7 to 3.1.2
Summary	Using the StorNext GUI to add a drive or media can cause disruption to the Storage Manager
Date	March 2009

Problem

Using the StorNext GUI to add a tape drive or media can cause disruption to Storage Manager, and may lead to drives and/or libraries being marked offline and I/O disruption to the tape drives.

The add drive and media features were introduced in StorNext 2.7, and were designed to detect and update the library configurations for virtual libraries when adding new drive slots and media slots.

For more information, contact the Quantum Technical Assistance Center and reference CR 25581 and CR 9621.

Symptoms

Launching the Add Tape Drive or Add Media wizard in the StorNext GUI by selecting **Home > Config > Add Tape Drive** or **Home- > Config > Add Media** could cause the following:

- Storage Manager may stop
- Tape I/O may be halted
- Drives/Libraries may be taken offline

Solutions and Workarounds

The solution for this issue is to upgrade to StorNext 3.1.3 or 3.5.

As a workaround, try performing the add tape drive or add media action when there is no activity on the system.