Product Alert 29

Product	StorNext® versions 2.5 - 3.1.3 and 3.5.0
Summary	Database corruption may occur if ha_redirect.conf is compromised by incomplete failover, manual edits, and/or control script edits. This Alert applies to Storage Manager installations that are HA enabled.
Date	May 2009

Overview

Corruption may occur to the Linter database if the ha_redirect.conf file is deleted, edited, or manipulated by external means. This type of corruption may also be caused by an incomplete failover or improperly configured cvfail.pl script. The corruption is a result of the StorNext database starting on both nodes of an HA pair at the same time. This issue applies to StorNext versions 2.5 through 3.1.3, and 3.5.0.

For more information, contact the Quantum Technical Assistance Center and reference CR 26950

Scenario

The StorNext database running on StorNext® Storage Manager in an HA environment is designed to operate on the database files mounted on the HAM (shared) file system. If the StorNext database is started on the standby MDC, it will access the same files the database instance on the primary MDC is using. This will cause corruption to the database.

The file ha_redirect.conf is designed to prevent this from occurring and, under normal circumstances, is effective. This file prevents the GUI from starting on the standby MDC, which in turn starts the StorNext database, which in turn leads to the type of corruption indicated. Users should not edit the ha_redirect.conf file because this may lead, indirectly, to the StorNext database starting on the standby MDC.

Symptoms

This issue may present with any of the following symptoms:

- Storage Manager tac logs filling up quickly, with references to SL_EVENT_DETAILS or SL_NOTIFICATION_EMAIL tables

- Incorrect RAS event notifications, or RAS ticket storm

- TSM/MSM failure in startup or backups

- Sudden change in system performance

Solution

This issue is addressed in part in StorNext 3.1.4 and 3.5.1. The changes work to ensure that the StorNext database is not started in error on the standby system. With assistance of Quantum staff, the affected tables can often be repaired. This corruption should not affect the integrity of user data.

Therefore, it is critical for StorNext users to avoid changing any StorNext control scripts and/or configuration files unless specifically instructed to do so by StorNext documentation or Quantum staff.

Workaround

The workaround is to undo any changes made to control scripts, and to ensure that proper failover procedures are being followed and power bricks functioning properly.