



Product Bulletin 36

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| Product | StorNext® versions 3.0 and 3.5 |
| Summary | Duplicate file names can cause the file system to hang |
| Date | May 2009 |

Problem

Under certain conditions and heavy loads, directories containing files with identical names differing only by case (for example, `file.dat` and `FiLe.dat`) can cause directory operations to hang, which effectively hangs the file system. This problem appeared in StorNext release 3.0 and was fixed in release 3.1, and the correction in the 3.5 release is pending.

For more information, contact the Quantum Technical Assistance Center and reference CR 23144/SR722239.

Symptoms

No errors are reported, but StorNext users wait a long time for file system operations (such as directory lookups, reads, and writes) to complete. Other file systems operate normally.

Solution and Workarounds

This issue was addressed in StorNext 3.1 and will be addressed in the 3.5.1 release.

If you have identical file names differing only by case in the same directory, do not upgrade to StorNext 3.5. Postpone your upgrade plans until StorNext 3.5.1 is available, and then upgrade to StorNext 3.5.1. StorNext 3.0 users can also upgrade to version 3.1.