Product Alert 36

Product	StorNext® 3.x and 4.0
Summary	Possible data loss after snrestore -d
Date	August 2010

Overview

Under certain unlikely conditions, an snrestore -d may fail. snrestore -d is normally run to recover the database after the loss of the file system on which the database is stored.

Should the failure occur, the database will no longer contain records pertaining to recent migrations and truncations, so the affected files must be "re-migrated" and the affected truncated files will be irrecoverable (data loss). "Recent" in this context means "since the last full database backup."

Here are the conditions leading to this error:

- A heavily loaded system. In this context, "heavily loaded" means migrating at least one million files in a single day.

- A full database backup and several incremental database backups covering the period of heavy load.

- A disaster requiring you to restore your database.

For more information, contact the Quantum Technical Assistance Center and reference CR 31462.

Symptoms

To confirm whether you have encountered this failure look for these messages in linter.out:

```
*** Linter status: 15
*** System status: can't access database
INFO: Linter kernel initialization failed. Status 2.
Exited.
```

The database restoration will be incomplete, so Linter will not start.

Solution

This issue will be addressed in the StorNext 4.0.1 release and later releases.

The recovery procedure for this failure is to restore only the most recent full backup, which will require modifying Quantum-provided scripts, and should be carried out with the assistance of Quantum Support.

Workaround

The failure can be prevented by using the "Schedule Events" entry in StorNext 3.x, or the "Scheduler" entry in StorNext 4.0 to perform only full backups and no partial backups. Consult your StorNext User's Guide or contact Quantum Support if you need assistance making this change.

Contacting Quantum

More information about StorNext is available on the Quantum Service and Support website at www.quantum.com/ServiceandSupport. The Quantum Service and Support website contains a collection of information, including answers to frequently asked questions (FAQs). You can also access software, firmware, and drivers through this site.

For further assistance, contact the Quantum Technical Assistance Center:

North America	+1 800-284-5101 Option 5
EMEA	00800 9999 3822
Online Service and Support	www.quantum.com/OSR
World Wide Web	www.quantum.com/ServiceandSupport

(Local numbers for specific countries are listed on the Quantum Service and Support Website.)