



Product Alert 37

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| Product | StorNext® 4.0 |
| Summary | File replication to targets managed by Storage Manager may omit file data blocks |
| Date | August 2010 |

Overview

File replication to a target managed by Storage Manager may yield some files without data blocks.

File contents will typically be restored the next time replication runs.

For more information, contact the Quantum Technical Assistance Center and reference CR 31759.

Symptoms

Reads of the replicated files on the target will show the correct size, but every byte will read as zero. Running the `dm_info` command on the affected target files will typically show a common, small integer value in the key rather than a large, unique key.

The file `/usr/cvfs/debug/snpolicy.out` on the target host may show any of the following messages:

```
(W) [0707 13:27:08] Swap extents returned Device or resource busy
(W) [0707 13:31:58] Communication problem during replication,
requeuing for later
(E) [0707 13:31:58] /stornext/snfs1: Problem servicing replication
target events
```

Cause

A race condition during replication can cause new file contents to be discarded during replication. An error is raised and logged, but fails to force a prompt retry.

Solution

This problem is resolved in 4.0.1 and all future StorNext releases. Upgrading to StorNext 4.0.1 resolves both the race between file data replication and filename replication, and properly tracks errors.

Workaround

There is currently no workaround.

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:

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| 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.)