

Product Alert 11

Product: StorNext® 2.5 Build 69 and prior, 2.6 build 43 and prior

Summary: Possible data corruption when accessing file systems using NFS and appending files that are under Storage Manager control

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Problem: StorNext has a rare situation where a corruption can occur when appending to a file that is under control of StorNext Storage Manager. This problem has been observed only when the file system is accessed through NFS.

The corruption occurs when multiple threads are updating the file in multiple spots. The writes must be done slowly enough that a delay in active writing is longer than the mintime variable (that defaults to 5 minutes) to store a file from disk to tape. When writes resume and a thread is attempting to initialize disk in the same extent that another thread is writing data, there is a rare condition that allows the zeroed data to eliminate the desired data. This can be seen in all 2.5 builds before build 69 (fixed in build 69) and 2.6 builds before build 44 (fixed in build 44).

Recommendation: ADIC recommends customers to upgrade to StorNext 2.7.

For further assistance in this matter, contact ADIC Technical Assistance Center (ATAC).

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Outside the USA, toll free:	00.800.9999.3822
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