

# Product Bulletin 7

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**Product:** StorNext<sup>®</sup> Management Suite 2.4.2

**Summary:** StorNext Management Suite prior to version 2.4.2 build 67, takes Scalar 10K libraries offline during certain operations

**Date:** January 2005

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**Problem:**

If you are running StorNext Management Suite (SNMS) prior to version 2.4.2 build 67 with a Scalar 10K library, SNMS will take the library offline during certain operations.

This problem is more likely to occur on a Scalar 10K with towers, but if a library without towers intermittently goes offline, it is an indication of the same problem.

**Solution:**

Obtain and install SNMS 2.4.2, build 67 or greater.

For further assistance, contact the ADIC Technical Assistance Center (ATAC).

In the USA:	800.827.3822
Outside the USA, toll free:	00.800.9999.3822
ATAC Email:	<a href="mailto:support@adic.com">support@adic.com</a>
Web:	<a href="http://www.adic.com/support">www.adic.com/support</a>