Project Serve 3.7.2 Release Notes

This document provides release information for Project Serve version 3.7.2. It discusses best practices and known issues in this release.

Best Practices

Disabling File IDs in the Samba Configuration File on Mac OS X

To ensure that Mac OS X Project Serve clients can normally work on SMB share(s) exported by a Linux computer, it is advisable to disable file IDs setting in the samba configuration file of each Mac OS X client computer following these steps:

1. In Terminal, access the Samba configuration file on the computer:
   `/etc/nsmb.conf`

2. Make sure that the file IDs line in the configuration file looks like this:
   `file_ids_off=yes`

3. Save the changes to the Samba configuration file and restart the computer.

4. Repeat the above steps on each Mac OS X client computer.

Setting Preferred Mount Point of Projects on Windows Clients

The setting for preferred mount point of a project is part of the global settings of a Windows computer, thus making it valid for all users that log on to the computer. By design, local settings such as mapped network shares always take precedence over global settings. This way, if you specify a preferred mount point of a project that uses a drive letter already mapped by a network share, when you attempt to mount the project, instead of the project drive you will mount the network share. To avoid such situations, it is advisable to check if the preferred drive letter of a project is not already in use.

Avoiding Long File Names

As the projects in the depot are actually stored on a network share, each file operation is subject to the limitations of the underlying file system. On all supported file systems it is advisable to avoid long file names in order to ensure that file operations in the projects depot are normally processed. Generally, on all supported file systems you should try to limit path length (file name included) to below 255 characters.

Exporting/Moving Projects Containing FCPX Library with Linked Media

Even without Project Serve, when your Final Cut Pro X project's library contains linked media, should you move the project on the same or another network share, the media in the library will become offline. The same can be observed with Final Cut Pro X project exported outside the Project Serve depot or moved to another share. Even if the linked media is also exported/moved as part of the project, it will appear as offline until you re-link it.

Using Spaces in a Project Serve Users Group Name

It is advisable to avoid spaces in the name of a Project Serve group name. The Update Group dialog of a Project Serve group of users with a space in its name, doesn't list any users although there might be users in the group. While you can use the dialog to change its type and sub-groups, as well as to add new users to it, to remove a user from the group you must do it through the Update User dialog of the user account.

Known Issues

No Support for Shares on HFS+ Volumes

Currently, Project Serve doesn't support shares on HFS+ volumes.

No Support for Samba 3.x Linux Shares on Mac OS X Yosemite Clients

Currently, Mac OS X Yosemite clients cannot work with Project Serve projects stored on Samba 3.x Linux shares. If your projects depot comprises other network shares (SMB created using Samba 4.x on Linux, SMB Windows or Mac OS X shares, or NFS shares) make sure that Mac OS X Yosemite clients work only with projects stored on them.

No Support for NFS Shares Containing Non-Latin Characters in Their Name

Currently, you cannot enable Project Serve on NFS shares, which contain other than Latin characters in their names.

No Support for Hard Links on Network Shares

By default, network file systems don't provide support for hard links. As the Project Serve depot is actually comprised of network shares, when using hard links in your projects you may encounter

problems with applications making use of hard links for some of their files, like recording Final Cut Pro X voiceover file in a project, for example.

Adding Project Serve to Domain

When adding the Project Serve appliance to an Active Directory domain, even though you might have entered the domain name in the respective field, when specifying the name of the user who can join computers to the domain, you must include the domain name as well. You can use both @ and a backslash to include the domain name, for example:
user.name@domain.com
domain\user.name

Modifying a Project Serve Group with a Space in its Name

The Update Group dialog of a Project Serve group of users with a space in its name, doesn't list any users although there might be users in the group. While you can use the dialog to change its type and sub-groups, as well as to add new users to it, to remove a user from the group you must do it through the Update User dialog of the user account.

Delayed Notifications about File Operations on Mac OS X Clients

In contrast to Windows Project Serve clients, on Mac OS X Project Serve clients the notifications about changes in the project contents made on another computer (a new file is created or an existing file is renamed/deleted) may not be instantaneous. Depending on when the change is been introduced, Mac OS X clients may have to wait up to 30 seconds to get a notification about it.

Group Set as Project Owner is Removed after Reset DB

Should you reset the projects database, any project whose owner is not a user but a group will be without an owner after the database is reset and you will have to manually assign the owner again.

No Support for Mounting Projects in C:\Volumes

Currently, Project Serve doesn't support C:\Volumes as a mount point of projects on Windows clients. If you want to benefit from the preferred mount point setting of a project, it is advisable to select a drive letter instead.

Mounting an Open Project After Reconnecting to the Project Serve Appliance

Should a Project Serve client disconnect from the Project Serve appliance before closing a mounted project, after reconnecting to the appliance this project cannot be mounted again until the computer is restarted.

Missing Proxy Media

It is possible to lose the proxy media generated for a project, in the following cases:

- if you mount a project at the time the pre-installed parsers are rescanning its contents.

  Note: *You can tell that a project is being rescanned if the Background Tasks field in its badge is displaying "Processing".*

- if you move a project from one share to another.

In both cases, to regenerate the proxies for the project, follow these steps:

1. Clear the proxies of this project (in the administrative interface go to Projects Management, select the project and click Clear Proxies).

2. Force the generation of proxies for this project (in the administrative interface go to Projects Management, select the project and click Rescan).

Additionally, Project Serve may fail to generate any proxy media for a project whose name contains a single quote mark. In this case, it is advisable to rename the project folder and after that force the generation of proxies for it.

Projects Mounted in the Finder after Disconnecting Mac OS X Client from Project Serve

It is possible a project mounted on a Mac OS X client to remain mounted in the Finder, although the client computer has been disconnected from the Project Serve appliance. In case the client has been physically disconnected, although the project is mounted in the Finder, users cannot mount it and work with it. When the client computer has been disconnected because the Project Serve appliance was shut down, for example, the project is mounted in the Finder and the client can introduce and save metadata changes to it (delete or rename files and folders), but cannot write data to it.

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